
Technical Support Specialist – Berlin

Position Overview:

Reporting directly to the Manager, Customer Support and Solutions, the Technical Support Specialist will provide remote and onsite technical software support for Circle's growing portfolio of imaging products to Circle customers throughout the EMEA region, with a primary emphasis in providing German language support to our large German customer base. The position will be located within Circle's Office located in Berlin, Germany. The regular working hours for this position are scheduled between 8:00am to 5:00pm local time, however due to the nature of the position and on occasion, this position may cover other time zones.

The candidate will seek to excel at solving customer problems, to analyze, categorize and prioritize customer issues; to provide consultative services on customers' system infrastructure; to provide solutions architecture for enterprise customers' needs, to design system configuration to facilitate optimal cardiology and radiology workflows.

General Responsibilities:

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. You may not be required to perform all duties listed and may be required to perform additional, position-specific duties as required.

- Maintaining an excellent knowledge of Circle's product suite and the field of cardiovascular imaging.
- Remote technical support to solve customer questions, including analyzing, categorizing and prioritizing customer issues, to understand customer infrastructure, and to provide recommendations for dealing with performance, system capacity and business continuity issues.
- Seek to ensure escalated pre and post sales situations are handled promptly and consistently.
- To assist in the development and maintenance of various support tools and systems.
- Documentation of all customer feedback / issues and communicating those issues through our ticketing system channel.
- Participate in on-call support for critical system issues in a weekend rotation for those customers with elevated product support.
- Assist in remote installation and configuration support for Circle products for customer sites.
- Assist in the development, enhancement, documenting, communicating and promotion of the adherence to any department procedures.
- Assess company needs and support initiatives that improve the company's' ability to deliver an exemplary customer support experience.
- Promote a team environment that strives to provide exemplary service to the End Users and Distributor/OEM partners within the confines of department budget.
- To be able to provide system solution architecture recommendations to align with customer workflows.
- Be a role model for the company culture.
- Some travel will be required to provide for on-site customer visits, conferences, trade shows, conducting and receipt of training; travel is expected to be no more than 20% of work time.

Required Skills/Experience:

- Outstanding leadership, collaboration and interpersonal skills; professional presence and behavior with the ability to handle diverse situations.
- Outstanding listening, comprehension and clear, concise and grammatically correct oral and written communication skills.
- At least 5 years' experience in previous support roles, preferably within the realm of the medical tech sector. Experience with cardiology and or radiology workflows is desirable as is experience with Magnetic Resonance and Computed Tomography.
- Enterprise level infrastructure experience that includes high availability configurations.
- A solid understanding of LAN and WAN networking, switching, routing and firewalls.
- Experience with medical industry software and hardware is highly desirable; DICOM, PACS and HL7.
- Experience with system software / technologies such as virtualization (VMWare, Citrix), GPUs, Windows desktops, Mac desktops, Windows Server, Linux and LDAP/Active Directory.
- Detail oriented and have excellent follow through skills.

Beneficial Skills/Experience:

- Coding / software development experience is highly desirable.
- Scripting and/or DevOps experience including experience with related toolsets and best practices is desirable.
- Exposure / experience with cloud services and implementations such as Amazon Web Services, Microsoft Azure, Google cloud or similar is highly desirable.
- The ability to speak additional languages fluently would be beneficial.

Educational Requirements:

- A Computer Science degree or equivalent industry experience.
- An academic background or industry experience in the medical industry; exposure to the field of cardiology, Magnetic Resonance or Computed Tomography are all highly desirable.

About Circle Cardiovascular Imaging Inc.

Circle Cardiovascular Imaging Inc. develops world class, advanced reading and reporting solutions for cardiac imaging. Circle is a prominent company for the global cardiac imaging community bringing together an experienced and qualified team of over 150 people.

Circle's imaging platform, **cvi42**, is the best-in-class cardiovascular imaging reading and reporting solution for cardiac MR, cardiac CT, cardiac Interventional Planning and Electrophysiology. Annually, millions of cardiac exams - in over 1,000 hospitals and in more than 50 countries - are interpreted using **cvi42**, giving physicians the tools to accurately quantify and diagnose complex cardiovascular diseases whilst improving patient outcomes and the effective utilization of healthcare resources. Currently at version 5.11, **cvi42** fully embeds AI into one easy to use platform demonstrating capabilities within the same range as expert human readers.

How to apply:

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. While we thank all those who apply, however please note that we will only be contacting those selected for an interview. No phone calls or unsolicited agency referrals please

Please send your resume with cover letter to the attention of Human Resources at the following address:

Email: hr@circlecvi.com

Fax: +1 403 338 1895

Mail: **Circle Cardiovascular Imaging Inc.**

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Canada