
Technical Support Specialist

Position Overview:

Reporting to the Manager, IT and Customer Support, the Technical Support Specialist will provide on-site and remote technical software support for Circle's growing portfolio of imaging products to Circle enterprise customers worldwide.

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 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 optional paid for 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 may 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 10% 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 10 years' experience in previous support roles, preferably within the realm of the medical tech sector. Experience with cardiology work flow 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.

Preferred Skills/Experience:

- Coding / previous 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:

- BSc in Computer Science or related field or equivalent in real-world 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. is a Calgary-based software development company that develops and sells cardiac post-processing software that allows for the evaluation and analysis of MR and CT images. Available for clinical and research use, the stand-alone software provides full DICOM and PACS connectivity.

Circle operates worldwide and its products (cvi42, cmr42, ct42, and report42) have been approved for the Canadian, American, Australian, and European markets. Circle's goal is to contribute to quality in cardiovascular imaging and research, while maximizing the achievable benefit for patients by enabling healthcare providers to accurately and effectively analyze cardiovascular images.

How to apply:

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. Only applicants who are authorized to work and are residing within Canada will be considered for this position.

Please note: This is a Calgary-based role. No relocation will be provided for the position.

Please send your resume with cover letter to the attention of Human Resources at the following address or apply on our website:

Email: hr@circlecvi.com

Fax: +1 403 338 1895

Mail: **Circle Cardiovascular Imaging Inc.**

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Canada