



Technical Support Specialist

Company Description

Ventripoint Diagnostics Ltd is a medical device company that is primarily engaged in the development and commercialization of cardiac diagnostic tools. It sells its products worldwide. We are dedicated to developing quality, smart tools that help solve the immediate needs of our healthcare clinicians, and most importantly improves the clinical experience for our youngest to oldest patient.

Ventripoint offers a great work environment, professional development, challenging careers, and competitive compensation.

Overview

The Technical Support Specialist is experienced in troubleshooting and carries out non-routine technical assignments of substantial variety and complexity. Capable of handling tasks which involve a variety of procedures and techniques. He/she is expected to collaborate and liaise with stakeholders within the company on technical matters, including Sales, Engineering, Clinical Applications, Manufacturing, Purchasing, Regulatory Affairs, and Quality assurance.

Job Description

Under the general direction of the Vice-President Operations & RA/QA, the Technical Support Specialist position provides superior support to our customers on Ventripoint products. This position plays a key role in diagnosing, troubleshooting, and resolving issues within a timely fashion, and properly escalating potential problems as needed. She/he will also be responsible for the maintenance of equipment within the Ventripoint facility.

Responsibilities & Authorities

- Work effectively in collaboration with other members of the organization with whom tasks must be completed.
- Provide support to our customer for any issue received in the field via phone or e-mail.
- Diagnose, troubleshoot, and resolve application/device questions and potential issues, and escalate problems as needed to next tier, leadership, etc.
- Work with other members as required to resolve customer issues. This could involve communicating with Engineering, Sales, or Manufacturing.
- Schedule installations, Preventative Maintenance visits and customer issue visits including shipping of parts and components.
- Responsible for all aspects in the product life cycle in the field and work with the sales team to schedule installations, preventative maintenance visits and issue resolutions.
- Report in a timely fashion any variances from target completion dates of tasks or projects (or identify that tasks cannot be completed).
- Take accountability for ensuring project completion within the standards required (quality, quantity, time, and resources)
- Ensure all equipment used in product testing, manufacturing and technical support is maintained and calibrated.
- Continue to develop skills and expertise as required in areas of IT.
- Ensures IT infrastructure is maintained within Ventripoint.
- Ensures clinical data is protected according to regulations.



- As part of product development, executing test cases, logging, and organizing defects, and outlining steps needed to reproduce the bug/issue.
- Assemble, inspect, troubleshoot, test, calibrate, and pack electromechanical medical devices and associated components following Good Manufacturing Practice (GMP) guidelines, ISO Standards, and approve Standard Operating Procedures (SOPs).
- Support the development and implementation of manufacturing processes and procedures for new product introductions and actively participate in continuous improvement initiatives.
- Work with team members and meet requirements of schedule, quality, and safety.
- Perform other duties and projects as assigned.

Qualifications

- Undergraduate degree or higher in a technical related field preferred
- Two years of in-field experience servicing medical devices
- The position also requires a comprehensive understanding of the typical IT environment in the different hospitals and institutions.
- Experience working with electrical safety equipment, wrenches, hand tools, soldering iron, and specialized test equipment.
- Strong knowledge and experience with electronics, personal computers, and basic operating systems.
- Working effectively both independently and in collaboration with other employees across the organization with whom tasks must be completed.
- Experience with customer support.
- Strong problem-solving skills.
- Demonstrated organizational skills with attention to detail and time management skills.
- Good analytical and communication skills (both written and oral).
- Sound ability to explain technical concepts to non-technical users.
- Troubleshooting, problem-solving and analytical skills
- Ability to prioritize, multi-task, and thrive in a fast-paced environment and adapt to changing priorities seamlessly.
- Strong interpersonal skills in working with a professional customer base
- Proficient in MS Office

How to Apply

Applications will only be considered from candidates eligible to work in Canada without sponsorship.

If you are interested in this position and can demonstrate that you meet the requirements defined in the job description, please email your resume to careers@ventripoint.com. Please include the job title you are applying for in the subject line of the email.

Only those candidates selected for interviews will be contacted.