



Job Title: Clinical Applications Specialist (MRI, PET)

Location: Remote with travel required to customer sites - USA

Employment Type: Full-time

About the Position:

Subtle Medical seeks a certified radiologic technologist (preferably in MRI and/or PET-CT) to manage and execute onboarding and implementation initiatives of our MR and PET FDA cleared applications, provide support, and build customer relationships. This salaried, full-time role includes quarterly bonus plan, equity and benefits as part of our customer success team.

Role Summary:

Customer Onboarding: Initiate, execute, and monitor customer onboarding and implementation of Subtle applications. This includes but is not limited to protocol analysis and optimization, image reviews, ongoing technical and clinical support.

Customer Support: Ensure customer satisfaction and address issues.

Technical Assistance: Provide product support to maintain customer satisfaction.

Collaboration: Work with cross-functional teams to ensure smooth implementation and excellent customer experiences.

Hospital Environment: Work in radiology departments, scanning patients, communicating with radiologists and technologists.

Responsibilities:

- Manage customer relationships, educate them on our products, and consult on imaging workflows and best practices.
- Focus on customer success to drive retention and business growth.
- Conduct periodic product performance reviews and provide best practice advice.
- Assist in developing standard operating and quality assurance procedures.
- Advocate for customers within Subtle Medical, providing feedback to product and business teams.

Qualifications:

- 3+ years as a certified radiologic technologist at a reputable hospital or research center.
- MRI certification required. PET/CT certification desired.
- Knowledge of MRI and PET/CT clinical workflows and technology.

- Proficient in Google Suite, Microsoft (Word, Excel, PowerPoint), and MacOS.
- Strong communication and presentation skills.
- Technical aptitude and ability to learn technical software programs.
- Valid driver's license.

Industry:

- Medical Device
- Hospital & Health Care

Job Functions:

- Clinical Services, Customer Support

Travel Required:

- Yes (40-50%)

Benefits:

- Medical, Dental, Vision
- 401k
- PTO
- ...and more

To apply, please send your resume to careers@subtlemedical.com