



SUBTLE MEDICAL

Job Description

Job Title	Head of Customer Success
Department	Customer Success
Reports To	Chief Commercial Officer
Job Location(s)	Remote
Travel	Routine travel to customer sites

Position Summary

Head of Customer Success is a role within Subtle Medical responsible for managing a team of US-based Customer Success Managers (CSM). This role is best suited for an experienced professional with MRI and/or PET experience. This position is a salaried, full-time role which includes quarterly bonus plan, equity and benefits.

Subtle Medical is the world leader in applying deep learning to the acquisition of medical images in order to enable faster, safer, and smarter medical imaging. We are committed to transforming the healthcare ecosystem by building and delivering responsible AI solutions that create a measurable impact on the radiology workflow and patient experience. Our vision is that every human being has the opportunity for a timely diagnosis, high-quality care, and a longer, healthier life.

Responsibilities

Job Duty

- Overall ownership of product delivery: Lead and manage the clinical and technical process of delivering Subtle's products to new customers, expanding and upgrading existing customers
- Relationship management: Build and maintain a strong relationship with customer clinical and technical teams to serve as the foundation for the customer's success
- Work directly with radiologists, technologists and other stakeholders on image quality and other escalated issues to ensure adoption, customer satisfaction and expansion
- Internal project management: Lead and manage the release of new features to customers, as well as integrations with third-party applications, working closely with R&D, Product, and the customer technical teams
- Work closely with US/OUS sales team to ensure market penetration of Subtle products
- Work closely with US and OUS distributors to ensure they have the clinical and technical support necessary for successful sales and deployments
- Making data-driven conclusions and acting upon them to optimize the solution's technical setup performance
- Propose creative features and solutions based on a profound understanding of Subtle capabilities, working closely with Subtle's installed base of customers
- Work with Head of Clinical and Head of Product on market requirements, definition design, and testing
- Work closely with Quality, Regulatory and IT teams to ensure successful product launches, patient privacy protection, and compliance

Qualifications

Key Competencies

- Direct experience in MRI and/or PET imaging is a requirement, specifically protocol/ sequence optimization for multiple vendors
- Demonstrated experience in diverse system architectures, including working with customers to optimize systems for their needs based on an understanding of their system architecture
- Proven ability to work with data in order to make sound, data-driven decisions
- Structured thinking and capability to drive a technical project to completion, including both initial and ongoing engagement
- Excellent communication skills, both written and verbal
- Success in executing projects with multiple stakeholders
- Cross-functional collaboration, communication, and project management skills
- Proficient with remote working tools (chats, video conference, etc.)

Qualifications	
Education	<ul style="list-style-type: none"> • Bachelor's degree • At least 7 years of customer-facing deployment and support experience, working directly with customers in the US/EU markets in diagnostic imaging
Nice to Have	<ul style="list-style-type: none"> • Healthcare IT field knowledge of PACS, RIS, EMR and dictations systems • Familiar with MacOS, as well as tools such as Atlassian Jira and Confluence, Salesforce, Horos or other image viewing tools

Subtle Medical is an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other characteristic protected by law.