



## Technical Support Representative - based in Carlsbad, California, United States

### **JOB OPENING:**

To be a match for this position, the candidate will need to fit within the ImpediMed corporate culture and demonstrate ImpediMed's Core Values of integrity, accountability, collaboration, respect, quality, and compliance. This person will want to learn new tools and processes. They will enjoy and excel at documenting the processes and communicate effectively to ensure that we as a company are improving every day.

We are looking for a candidate who demonstrates self-motivation, high organizational skills, attention to detail, strong written and verbal communications skills, contagious energy, and a passion for maintaining a high standard of service to our customers. You have an eye and ear for understanding the customer and probing for the information you need to solve their concern.

You can expect a friendly and dynamic work environment which will change rapidly as we grow. You will meet new customers almost every day and develop relationships with existing customers. Plan on learning about our clients' needs and the employees who support them within our industry. Most importantly, expect to be part of a great customer service and technical support team and part of the ImpediMed family!

### **About ImpediMed**

**ImpediMed** is a medical device world leader with a focus on providing fluid and body composition measurements that are non-invasive, highly accurate and simple to operate. Our bioimpedance spectroscopy (BIS) technology is unique in that it scans a wide frequency up to 1000kHz taking readings from 256 points- making this device the most accurate bioimpedance spectroscopy device available. Our devices are thought of as a **gold standard** measurement system for non-invasive fluid and body composition measurement, used in both animals and human research.

**ImpediMed's** FDA cleared device is used in a variety of settings to aid surgeons, oncologists, therapists, and radiation oncologist. ImpediMed's devices are currently used in both clinical and research settings with future applications being developed for home use. ImpediMed has over 15 years of clinical experience supporting healthcare professionals in the assessment of secondary unilateral lymphedema of the limbs.

With offices in Australia, Greece, and the United States, and our corporate headquarters in Carlsbad, California, ImpediMed is a global company pioneering the next generation of medical devices using BIS technology. As ImpediMed expands, we require new employees to help develop and market our compelling product range. ImpediMed is currently in the process of developing its BIS technology for additional medical indications and is developing SOZO™, a BIS technology medical device. During all development, ImpediMed strives to uphold its Company Mission: To improve patients' lives by providing solutions that will allow for a deeper understanding of the human body and the importance of fluid status and body composition in all living things.

**ImpediMed** is an ASX 300 company, and one of the fastest growing small companies on the Australian Stock Exchange. Visit our website at: [www.ImpediMed.com](http://www.ImpediMed.com) and [www.HelloSOZO.com](http://www.HelloSOZO.com) and our stock at ASX: IPD

**TO APPLY:** Please send your resume to: [employment@impedimed.com](mailto:employment@impedimed.com), subject line reading: **Technical Support Representative**

### **POSITION SUMMARY**

The Technical Support Representative will be responsible for providing technical support and end-user documentation and training to customers, ImpediMed Sales, and Operations. This position will also assist with developing, coordinating,



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and delivering training to customers to support device application software. The Technical Support Representative is the first point of contact for outside customers, addressing technical issues, helping customers, and finding solutions to problems, and placing orders for customers when product is needed.

### **PRIMARY DUTIES & RESPONSIBILITIES**

(Essential Functions of the Position) include, but are not limited to the following. Other duties may be assigned.

#### **Technical Support:**

- First point of contact for SOZO customers, handling support and systems related questions over the phone and by email.
- Maintain ongoing relationships and proactively resolve reported issues.
- Demonstrate strong customer relationship skills, must have the ability to work with all levels of technical issues, following established Quality Management System standards and regulatory requirements including adhering to ImpediMed's Core Values.
- Keep all team members informed, detect issues, report on them, and have the skills to know how to keep the appropriate parties informed so that corrective action can be achieved.
- Actively seek new product updates and offer suggestions and product improvements as well as report any defects which may arise.
- Monitor day-to-day performance of devices and systems. Run reports to detect errors and provide weekly update on technical support metrics.
- Enter commands and verify proper system operation through observation and analysis to detect errors.
- Field questions pertaining to inquiries regarding to computer software or hardware and present solutions to customers, employees, and distributors.
- Genuine commitment to delivering exceptional customer service.
- Proven experience as a help desk technician or other customer support role.
- Good understanding of computer systems, mobile devices, and other tech products
- Ability to diagnose and resolve basic technical issues.

### **SUPERVISORY RESPONSIBILITIES**

- None

### **QUALIFICATIONS GUIDELINES**

#### **Typical Knowledge, Skills, & Abilities:**

- Must be comfortable working in an environment controlled by standards and regulations, including but not limited to Standard Operating Procedures (SOPs), Good Manufacturing Practices (GMP), and Quality System Regulations (QSRs), both US and international.
- Good communication, customer service and interpersonal skills (verbal and written)
- Must be comfortable troubleshooting and working with customers remotely using phone, email, and web-based tools such as GoToMeeting.
- Ability to quickly establish credibility and relationships; ability to work with a variety of personalities and styles.
- Must have great analytical, problem-solving, and trouble-shooting skills.
- Must have a strong attention to detail to accurately document work, collect data, recognize deviation from accepted practice, notify supervisor of problems and issues for resolution.



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- Technical knowledge of the company's products and services is also important, as is the ability to quickly learn about new technologies.
- Ability to create engaging, technical presentations for training and present in an online environment.
- Ability to multi-task and follow projects through to completion.
- Position requires ability to assemble products. Position also requires receiving product and fulfillment including inventory control.
- Must be able to work collaboratively with all levels of employees and be part of a cross-functional, national/global team.
- Experience as a self-starter and multi-tasker, self-motivated, with a capacity to perform in a fast-paced environment, even in ambiguous situations.

### **MINIMUM EDUCATION and/or EXPERIENCE**

- Associate's degree in Technical discipline preferred (Computer Engineering, Computer Science, or Information Technology or related field of study), or 3 years of hands-on experience in a client (PC) technologies and support services role.
- Minimum of 3 years of experience in the customer experience space.
- Experience in the medical device industry required.
- High degree of computer literacy and proficiency with the Microsoft Office Suite of applications, including Outlook, Word, Excel, and PowerPoint.
- General understanding of Customer Relationship Management systems – Microsoft Dynamics CRM experience desired.

### **WORK ENVIRONMENT & PHYSICAL REQUIREMENTS**

- Physical Demand: Medium physical effort. For example, standing, bending, or stooping for extended periods, operating light office equipment, e.g., personal computer, copier, fax machine, etc., manually handling medium weight materials and/or equipment (0 to 35 pounds).
- Mental Demand: Moderate to high degree of concentration due to volume, complexity, and/or "pressure" of work.
- Travel: This position will require limited travel (mostly domestic) up to 10%. International travel will be assessed as needed. A valid US driver's license is required for this position.

### **BENEFITS:**

- Full healthcare benefits include: Medical PPO/HMO/HSA Plan Choices, Dental Plan, Vision Plan; 401(k) with employer match for full-time employees once vested in plan.
- Basic Life, AD&D, STD/LTD, EAP Program

**ImpediMed is an Equal Opportunity/Affirmative Action Employer**