



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

### JOB OPENING

**ImpediMed** is looking for a passionate Technical Customer Support Representative to join our rapidly expanding team. If you have a strong life-science background and are comfortable answering complex scientific technical support questions, this role is for you! You will be responsible for delivering concierge-level support to our customers and maintaining our industry leader standards.

We believe we are “changing the future of healthcare”! You’ll interact with a broad range of customers such as elite research universities and those in the private sector. As part of the Customer Experience Team, you’ll interact, support, and build strong relationships with a wide range of ImpediMed employees, including Research & Development, Implementation, Sales and Clinical Support. One of your goals will be to achieve the highest customer experience satisfaction scores, drive loyalty to our products and reinforce the quality of our brand.

We look for candidates who demonstrate our Core Values of: Integrity, Accountability, Collaboration, Respect, Quality, and Compliance.

This is a terrific opportunity to join a ground-breaking, growing and innovative medical technology company!

### About ImpediMed

Based in Brisbane, Australia with its principal office located in Carlsbad, CA, USA and a European office in Thessaloniki, Greece, ImpediMed is the world leader in the design and manufacture of medical devices employing bioimpedance spectroscopy (BIS) technologies for use in the non-invasive clinical assessment and monitoring of tissue composition and fluid status. ImpediMed Limited is a public company listed on the Australian Stock Exchange (ASX: IPD).

ImpediMed devices are currently used in both the 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. ImpediMed’s devices are used in a variety of settings to aid surgeons, oncologists, therapists, and radiation oncologists. Our research 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 produces a family of FDA cleared and CE Marked medical devices, including SOZO®, sold in select markets globally. For more information, see our website at [www.impedimed.com](http://www.impedimed.com).

ImpediMed’s management team includes executives who have international experience in successfully introducing innovative medical products to global markets. The organization is dynamic and professional and has been built from the ground up with a strong team of enthusiastic and dedicated senior managers, researchers and employees. The company is on a dramatic growth path with the strong demand for its unique product offerings and offers exciting career opportunities.

**ImpediMed’s Company Vision:** *Leave no patient untested who could benefit from our technology.*

### POSITION SUMMARY

This position is a member of the ImpediMed Customer Experience Team. The objective of this position will be to provide timely, consistent and excellent technical service that exceed our customers’ expectations, both internally and externally. You will support all facets of product hardware and software applications by providing help and answers to customers’ technical issues through problem identification, troubleshooting, researching answers and subsequent guidance.



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### **PRIMARY DUTIES & RESPONSIBILITIES**

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

- Provide technical support and troubleshooting advice to customers primarily via telephone and email while following established Quality Management standards and regulatory requirements.
- Provide technical support and troubleshooting advice to inside customers during on-site training, sales calls via phone and email.
- Diagnose and resolve technical issues related to network connectivity and other related technical issues.
- Resolve all service requests promptly and provide resolutions quickly, correctly and with care.
- Provide guidance to users, supporting them to become more productive.
- Document, coordinate and resolve all customer calls and emails for service, complaints, how to / queries, and feedback / suggestions as Cases in CRM.
- Contribute to and maintain a database of technical knowledge articles utilizing CRM.
- Capture and document technical issue resolution steps and reference appropriately from IFUs, FAQs or other sources.
- Assist in product development by testing new software and devices. Provide feedback to R&D.
- Contribute to cross functional teams on regulatory applications and maintenance on relevant operational sections of Quality Management System.
- Perform product order intake and fulfillment across all product lines by working with customers to obtain the necessary information or format to enter customer into CRM, if necessary and process order in MS Great Plains (GP).
- Work with service department to facilitate device repair and/or loan device shipment.
- Support Customer Service with phone backup as needed.

### **SUPERVISORY RESPONSIBILITIES**

- None

### **QUALIFICATIONS GUIDELINES**

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

- Must be able to understand, follow and comply with regulatory requirements as applicable.
- Fundamental knowledge of computer hardware and software, including networking.
- Strong working knowledge of the MS Windows OS environment and related Office applications as well as SharePoint and Active Directory.
- Well-developed communication skills, both written and verbal (in English).
- Strong analytical, problem-solving and problem-solving skills with focus on quality.
- Strong customer service, interpersonal skills and service orientation, with strong ability to interact with employees and customers across different levels in the organization. Genuine commitment to delivering exceptional customer service.
- Talent for handling multiple inquiries and changing priorities while maintaining a pleasant and professional demeanor with the customer.



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- Ability to troubleshoot and be comfortable working with customers remotely by phone, email, and web-based tools such as GoToMeeting, facilitating one-on-one and group meetings.
- Ability to quickly establish credibility and relationships; ability to work with a variety of personalities and styles.
- Must have a strong attention to detail to accurately document work, collect data to support service readiness of products.
- Self-motivated and able to work well independently or within a national/global team on varying projects. Ability to think creatively, be resourceful and demonstrate initiative.
- Ability to exercise good judgement and make good decisions. Know when to escalate a call or email to the next level.
- Must be comfortable working in an environment controlled by standards and regulations, including but not limited to Standard Operating Procedures (SOPs) and Quality System Regulations (QSRs), both US and international.

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

- Minimum of three (3) years of experience in technical customer support or practical help desk preferred.
- Previous experience with medical devices or diagnostic industries desired (technical support, customer support or research roles) preferred.
- Bachelor's degree in Technical discipline preferred (Life Science field of study).
- General understanding of Customer Relationship Management systems – Microsoft Dynamics CRM experience desired.
- General understanding of MS Great Plains experience desired.

### **WORK ENVIRONMENT**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Travel: Position requires no business travel.
- Physical Demand: Light physical effort. Must be able to lift 35 pounds regularly and 50 pounds occasionally.
- Mental Demand: Moderate degree of concentration. Ability to use a computer for extended periods of time to enter and process information.

This position may require access to patient Protected Health Information (PHI) and may also involve access to electronic Protected Health Information (ePHI). Those in this position are required to comply with all final regulations including the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

### **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.



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- Basic Life, AD&D, STD/LTD, Employee Assistance Program (EAP)

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

**TO APPLY**

Please email your resume to [employment@impedimed.com](mailto:employment@impedimed.com) subject line reading: / Direct online applications are also available on LinkedIn.