Clinical Support Specialist

About Us:

HiCura is a Singapore medtech startup developing AI-based ultrasound guidance systems for image-based interventional procedures. Our software uSINE automatically identifies spinal landmarks during an ultrasound scan to guide the anaesthetists to locate the accurate needle insertion location and angle during spinal anaesthesia and lumbar punctures.

Position Overview:

We are seeking a dedicated and knowledgeable Technical Support Specialist to join our team. This role will focus on providing technical and clinical support for our products, including clinical trial support, pre-sales product demonstrations, post-sales installation, training, on-site clinical support and customer service activities. The ideal candidate will have a strong background in clinical practices, excellent communication skills, and a passion for improving patient outcomes in healthcare.

Key Responsibilities:

- **Clinical Support:** Provide expert guidance and support to healthcare professionals in the use of our products to ensure safe and effective application in clinical settings.

- **Sales Support:** Provide technical and clinical support during sales process by demonstrating product features, capabilities and benefits. Support trade shows and conferences by performing product demonstration and promotion.

- **Training & Education:** Conduct training sessions and workshops for medical staff on device operation, best practices, and troubleshooting. Improve customer satisfaction through continuing education and engagement to collect user feedback for further product optimisation.

- **Field Support:** Serve as a clinical resource in the hospital, assisting with device installation, placement, usage, and addressing any concerns that may arise during procedures. Ensure effective implementation and use of device within healthcare settings.

- **Collaboration:** Work closely with the sales and marketing teams to support the launch of new products, gather feedback, and identify opportunities for product improvements based on clinical insights.

- **Customer Relationship Management:** Build and maintain strong relationships with healthcare providers, addressing their needs and ensuring high levels of satisfaction with our products.

- **Clinical Research:** Participate in clinical studies and trials as needed to gather data on device performance, efficacy, and safety.

- **Documentation & Reporting:** Maintain accurate records of training sessions, customer interactions, and any technical issues, providing regular feedback to management and R&D teams.

Qualifications:

- Minimum Higher Nitec education in Nursing or related courses

- Bachelor's degree in Nursing, Anaesthesia, or a related clinical field; advanced degree preferred.

- Preferably with 2 years of experience in clinical support in a hospital setting, particularly in anaesthesia.

- Proficiency in standard MS Office applications.

- Excellent communication, presentation, and interpersonal skills, with a customer satisfaction mindset.

- Ability to work independently and as part of a collaborative team.

- Proficient in using medical devices and technology; previous experience with similar devices is a plus.

- Willingness to travel as required to support clinical needs and training.

What We Offer:

- Opportunities for professional development and career advancement.

- A dynamic and supportive work environment focused on innovation and patient care.

Application Process:

To apply, please send your resume to our job portal at hicuramedical.com/career

HiCura Medical Pte. Ltd. is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.