

Applications Specialist, Clinical

Classification: FLSA Exempt

Reports To: Director, Clinical Applications

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Summary

The Applications Specialist consults with customers to identify software and service solutions that best satisfy their requirements, liaises with technical solutions/IT and commercial teams to ensure the customer's needs are met and provides ongoing technical and scientific support and training to customers. This position would suit someone with experience in digital pathology implementation, pathology applications, histotechnology/biomedical science, or lab operations experience.

Duties and Responsibilities

- Build strong, trusting relationships with clinical and non-clinical stakeholders.
- Provide pre-sales demonstrations and support software trials and proof-of-concept studies.
- Lead and coordinate evaluations of opportunities, working with customers and industry partners to determine which packages and solutions will best meet project needs.
- Provide training for pathology laboratories ensuring customers are fully trained on our products.
- Interact with customers to drive continuous improvement and ensure they get the best out of their solution.
- Work closely with the Technical Solutions Team to ensure all customers are provided with after sales support within the KPI's.
- Communicate information resulting from customer interactions to increase customer satisfaction, product development and sales delivery.
- Support commercial efforts by participating in seminars and tradeshows or giving technical presentations or posters as required.
- Responsible for the appropriate accessing and handling of electronic Protected Health Information (PHI) as outlined by policy and the Health Insurance Portability and Accountability Act (HIPAA)
- This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice

Minimum Qualifications

- Indica Labs is a Federal Contractor, so candidates within the United State should expect a requirement for full vaccination against COVID-19

- Bachelor's Degree (or global equivalent) in business, biomedical sciences or related scientific discipline
- Excellent written and verbal communication skills
- Experience in histopathology, digital pathology, and/or image analysis
- Valid Passport for national travel as required
- Valid Driver's License
- Authorization to work in the United States, or appropriate authorization to work in the applicant's current home country (Indica Labs, Inc. does not sponsor work visas)
- Applicant must currently reside in North America.

Preferred Qualifications

- Master's Degree (or global equivalent) in business, biomedical sciences or related scientific discipline
- Two (2) years of sales/applications experience in the clinical pathology market
- Experience working with histopathology software systems
- Sales/applications experience in the digital pathology market
- Experience with Health System stakeholder engagement and interactions

Knowledge, Skills, and Abilities

- Ability to deliver confident presentations to small and large scientific audiences
- Soft skills, with a passion for providing positive customer experience
- Basic skills in Information Technology (IT) and network knowledge
- Ability to manage and quickly shift priorities
- Ability to work autonomously as well as part of a team.

Location

This is a remote position, located in the employee's home state or country.

Working Conditions and Physical Effort

- Work is normally performed in a typical interior/office work environment
- Up to 50% global travel on short notice
- Some physical effort required
- No, or limited exposure to physical risk
- Work is normally performed in a typical interior/office work environment

Indica Labs, Inc. is proud to be an Equal Employment Opportunity and Affirmative Action employer. We take pride in providing equal employment opportunities to all employees and applicants regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or

any other characteristic protected by state, federal, or local law. Additionally, it is standard company policy to provide reasonable accommodations to qualified individuals who have protected disabilities to the extent required by applicable laws. All candidates will be required to submit unofficial transcripts as a condition of application. Due to the nature of our business, and to meet United States Federal, State, and International requirements, final selected candidates must pass a background check for employment.