

Applications Specialist, Clinical (USA)

Classification: FLSA Exempt/FLSA Non-Exempt

Reports To: VP, Clinical Applications

Summary

The Applications Specialist will be involved in both pre-sales and post-sales activities. Primarily collaborating with customers to pinpoint software and service solutions aligning with their digital pathology goals, responsibilities include consulting with clients, coordinating with technical and commercial teams, overseeing implementation projects, delivering training sessions, and providing continuous application support. Ideal candidates will possess expertise in digital pathology or medical software implementation, as well as backgrounds in histotechnology, biomedical science, or laboratory operations.

Duties and Responsibilities

- Build strong, trusting relationships with clinical and non-clinical stakeholders.
- Act as a subject matter expert, providing guidance and support to both technical and non-technical stakeholders.
- Provide compelling pre-sales software demonstrations that illustrate the value of Indica Labs's clinical solutions to prospective customers.
- Conduct thorough Current/Future State assessments to understand client needs and pain points.
- Engage in discussions with clients on topics such as lab and reporting workflows, AI, image analysis, IT infrastructure requirements, LIS integration, data security, and other systems integrations.
- Provide guidance and advice on optimal implementations, workflow enhancements, and propose tailored solutions that meet client requirements and address identified gaps.
- Provide guidance and support to clients throughout the implementation process, ensuring smooth transition and adoption.
- Support software trials and proof-of concept studies.
- Provide training for pathologists, laboratory staff and other medical professionals.
- Interact with customers to drive continuous improvement and ensure they get the best out of their solution.
- Work closely with the Technical Teams to ensure all customers are provided with after sales support meeting the KPI's.
- Communicate information resulting from customer interactions to increase customer satisfaction, product development and sales delivery.
- Stay abreast of industry trends and emerging technologies to continuously enhance solution offerings.
- Support commercial efforts by participating in seminars and tradeshow 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

- Bachelor's Degree (or global equivalent) in business, biomedical sciences or related scientific discipline
- Excellent written and verbal communication skills
- Two (2) years' experience in histopathology, digital pathology, and/or image analysis, clinical systems, laboratory information systems
- Valid Passport for national travel as required
- Valid Driver's License
- Applicant must currently reside in North America
- 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)

Knowledge, Skills, and Abilities

- Ability to quickly learn software programs.
- Excellent interpersonal and communication skills, both written and verbal
- Skills in Information Technology (IT) and infrastructure knowledge.
- Ability to deliver confident presentations to small and large scientific audiences.
- Previous experience in a similar role or with an AP lab background, with experience in digital pathology.
- Strong critical thinking and analysis skills
- Ability to manage and quickly shift priorities.
- Ability to work autonomously as well as part of a team.
- Ability to travel, primarily domestic, minimum 50%

Location

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

Working Conditions and Physical Effort

- Up to 50% global travel on short notice.
- No, or limited 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.