



Applications Engineer Specialist

About XACT Robotics:

XACT Robotics prides itself on finding the best talent, expecting extreme ownership, and maintaining a culture that is unparalleled. A career at XACT Robotics is more than a job, its personal. Employees have passion, drive, and a winning spirit that allow for a fast-paced environment that is effective, empowering and fun.

Objective:

The Applications Specialist is responsible for supporting clinical procedures at clinical sites in Israel, performing development lab tests, supporting operation of the XACT Robotic System and its accessories, while assuring full compliance with relevant standards and regulations. The Applications Specialist will also investigate various issues identified by users / operators and thrive to resolve the issues effectively, with adequate documentation.

The Applications Specialist will be responsible to observe and collect relevant clinical and scientific data that can further improve the system performance, the level of customer satisfaction, and contribute to clinical study and research activities.

By collecting and analyzing data, input and feedback received from users, and resolution of identified issues, the Applications Specialist will enable improvement of user experience.

We are looking for a highly motivated, self-directed individual who will thrive in a fast start-up environment. This individual shall possess strong and collaborative interpersonal skills with all relevant external clinical stakeholders (e.g. Technologists, Physicians, Nurses, Administrators), as well as with internal personnel (i.e. XACT Engineering, R&D, QA, Etc.).

Main Responsibilities:

- Support clinical procedures (on site at health systems who have purchased XACT ACE Robotic System) in Israel
- Lead and support lab and preclinical testing
- Support documenting and implementing system inspection procedures while ensuring full compliance with relevant worldwide standards and regulations
- Analyze systems' recorded data obtained from customer's sites to investigate anomalous events and suggest alternative corrective actions. Collect relevant clinical data that can further improve the system performance, the level of customer satisfaction and contribute to clinical study and research activities
- Contribute to administering DHF documentation
- Support training to clinical staff on usage of XACT's products
- Oversee investigation of customer complaints and resolve issues effectively, with appropriate documentation
- Provide clinical case support through adoption learning curve to ensure technical use proficiency

Qualifications & Requirements:



- 2-3 years of relevant experience working in a medical device company
- BSc. or M.Sc in Life Sciences (Biomedical Engineering – Strong advantage)
- Advanced experience with Microsoft applications
- Previous experience with ERP systems (NetSuite – an advantage)
- Quick learner
- Good inter-relationships / diplomacy
- Detail and Quality oriented
- Customer focused
- Fluent in English – both written and oral a must
- Location -Caesarea

Please send your CV: dganit@xactrobotics.com