

Customer Support Engineer – ART MEDICAL Ltd

ART MEDICAL is a well-funded, medical startup developing cutting-edge technologies for ICU patients. Our smART+™ platform is an intelligent, sensor-based feeding system for critical care patients that aims to prevent life-threatening in-hospital complications such as ventilator-associated pneumonia, malnutrition and acute kidney injury. With the introduction of Nutrition Management 2.0™ to critical care patient scoring systems, the smART+™ platform monitors, analyzes and prevents malnutrition and gastric aspiration in real-time. By providing optimal nutritional care and achieving up to 100% feeding efficiency, the smART+™ platform improves the standard of care and helps ICU patients recover faster. We are looking for a talented **Customer Support Engineer** to join our support group.

Duties:

- Provide technical support and assistance onsite and/or through the phone, email, or any other media of communication, as well as advice to Customers using ART MEDICAL products or services.
- Effectively coordinate and schedule installations, onsite support, training and other field service activities to ensure that Customer's expectations are met.
- Ensure all Customer's Requests and dispatches are well documented, coordinated, prioritized and organized for review, or follow up action whenever necessary.
- Work closely with Operations, R&D, QA/RA to manage Customer's Requests to closure as fast as possible measuring performances and generating metric reports.
- Ready to spend long days and nights at the Hospital during the onboarding process including weekends.
- Work in the back office in a "Call Center" mode.

Requirements:

- A Bio-engineer degree is an advantage. Electronic, Instruments and Control and SW engineer or Practical engineer with equivalent experience ready to learn interdisciplinary medical devices.
- 0-3 years of experience in Customer Support in the medical field is a significant advantage.
- Self-motivated with strong customer satisfaction and support focus, with good organizational, interpersonal, verbal, and written communication skills.
- Professional appearance and demeanor.
- Must be comfortable to work in the ICU Hospital's area
- Must be able to build strong relationships with Hospital's staff
- Must be comfortable interacting with Customers and addressing Customer's needs with a sense of urgency.
- Excellent verbal and written communication skills in English (other languages are an advantage).
- Available to travel 20%.

Send your CV: mshirly@artmedical.com