

CLIENT SUPPORT ANALYST/ENGINEER

About Sim&Cure

Founded in 2014 and located in the vibrant medtech ecosystem in Montpellier, France, Sim&Cure is a digital start-up focused on improving neurovascular treatment of cerebral aneurysms with a proprietary software suite that has already been used to treat more than 2,000 patients in 250 hospitals.

Sim&Cure has won the prestigious French i-Lab national contest twice in 2014 and 2015, is backed by the Seed Fund IT-Translation and has established scientific and clinical collaborations with leading physicians, hospitals and medical device companies around the world.

The company currently employs 20 people and anticipates a phase of strong growth in 2019, driven primarily by the opening of a subsidiary in the US. More information at www.sim-and-cure.com.

Mission

Sim&Cure is a fast-paced, innovative environment with a product poised for strong launch in the US. In this context, we are recruiting Client Support Analysts and Engineers. Our physician users are the primary focus of our business; therefore, our Client Support Team forms the backbone of our business. Team members will be regionally based and be responsible for all activities within the assigned region.

Job Duties

- Support medical device representatives and physicians in the appropriate use of Sim&Cure products.
- Engage and maintain excellent relationships with medical device teams/physicians and other members of the hospital neurovascular lab teams.
- Track and report case volumes.
- Troubleshoot system errors at the hospital sites and/or via phone.
- Identify areas for future improvements or uses of the software and report back to Sim&Cure leadership.
- Collaborate with direct client (Medtech device firms) sales teams to identify and qualify additional client site in assigned region.

Required Experience

- Neurovascular radiology technologist with 5+ years of experience in a busy lab that treats cerebral aneurysms
 - Statistical analysis skills
 - Excellent written and verbal communication skills
 - Ability to work autonomously
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Additional Information

- Frequent regional travel required – 50-75%
- Infrastructure (space/reliable internet access) for home office required

If you're an exceptional individual, highly motivated by a fast-growing digital medtech start-up with a product making a real difference for physicians, patients and healthcare systems, send your resumé to **jobs@sim-and-cure.com**
