



Job Description – Surgical Robotics Technical Specialist

Primary Function of Position:

Install and support the Intuitive Surgical products and other upcoming medical robotics to ensure service agreements and warranty obligations are fulfilled. Provide technical and clinical support to end-users and other Minogue Medical Inc. employees. Exceed customer expectations and maintain customer satisfaction to the highest possible level.

Roles and Responsibilities:

- Pre site verifications to prepare site for system installation.
- Assist in coordination of system delivery (e.g. confirming site readiness)
- Perform system installations.
- Install system upgrades.
- Train customer on new features or enhancements made to existing features.
- Perform maintenance inspections as required to ensure system meets performance specifications.
- Troubleshoot and repair Intuitive Surgical products and associated equipment failures as required.
- Maintain accurate configurations of installed base.
- Support tradeshow activity.
- Provide back up support to adjacent FE's
- Administrative duties, which include but not limited to; Field Activity Reports, Return Material Authorizations, Expense Reports etc...
- Act as a liaison for customers to HQ and Sales.
- Provide feedback to HQ to improve processes and improve efficiencies.
- Develop rapport with hospital staff
- Competent in knowledge and implementation of O.R. protocol.
- Become a clinical expert across all primary OR procedures to position yourself as a partner in the development of surgical teams.
- Develop a clinical plan for each surgical team to insure they are capable of using the system independently within a reasonable time frame (i.e. five cases)
- Drive utilization of the da Vinci by partnering with surgical teams to review and select appropriate cases and insure consistent usage of the da Vinci
- Drive continuous expansion of the user base by working with key hospital staff and thought leaders to develop a qualified lead funnel. Regular activities would consist of formal presentations, informal events, and get-togethers.
- Report to Management potential leads and drive training activities.
- Present new instruments and accessories through new product introductions
- Responsibly manage administrative tasks; reporting of sales/procedures, outcomes of sales activities, submission of expense reports, etc.



Required Skills:

- DiplT, BEng, MASC preferred.
- Proven track record of troubleshooting electro-mechanical systems
- Excellent interpersonal and communication skills
- Bilingual (French/English) will be an asset
- An ability to travel up to 60%, dependent upon account distribution
- Success in introducing new technologies to the market is a plus
- Knowledge of the Operating Room environment is preferred
- A clinical foundation to grow from is preferred
- Strong administrative and record keeping skills
- Ability to lift 100 lbs and move object up to 1200 lbs

Job Location

Vancouver, BC or Edmonton, AB

Position Type

Full-Time/Regular

Application

Please send resume and cover letter to Tomas Skrinskas at tom@minogue-med.com.

Contact Information

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About Minogue Medical Inc.

Founded in 1986, Minogue Medical Inc. is a privately held distributor of medical devices and surgical supplies to the Canadian marketplace. Minogue Medical is the exclusive representative of Intuitive Surgical Inc. in Canada.

<http://www.minogue-med.com>

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