

Job Description: Field Clinical Engineer

Location: Quebec City (Canada)

Reference: CON20100329

Job Description:

Reports to the Director of Field Clinical Services of Neurostream Technologies. Responsible for providing technical support during implantation and follow up of the Neurostream products during clinical evaluations. May be present in the operating room and clinic or physician's office to facilitate patient testing and data collection. Provides training to centers participating in clinical trials. Works closely with the clinical department in the conduct of clinical studies providing support in areas such as identifying and nominating potential clinical sites, supporting site activation, encouraging enrollment, ensuring quality data acquisition and performing site closure activities. Responsible for developing and leveraging relationships in the field to drive clinical study activity and to maintain a focus on the customer. Serves as a liaison between the field and the company for ensuring proper application and use of the product consistent with defined processes and procedures, and bringing back comments and suggestions for improvement of the product in the future. Each FCE will act as a clinical and application specialist, closely interacting with engineers in the system design and evaluation team. Provides timely and real-time feedback to clinical study management in study design and document development. May also provide training and certification for other field personnel responsible for sales and sales support during commercialization.

Specifically, employee tasks and responsibilities will include:

- Independently manage relationships and provide field-based oversight for all clinical and research activity at assigned clinical sites;
- Provide technical support during implantation and follow up of the Neurostream products during clinical evaluations;
- Provide assistance with device configuration to clinicians responsible for optimizing device-based therapy;
- Provide and evaluate technical and protocol training for clinicians, surgeons and physiotherapists that implant and operate Neurostream products;
- Develop and maintain strong working relationships with assigned clinical site personnel and Neurostream colleagues and partners also interacting with assigned sites;
- Partner with clinical study management and other Neurostream personnel in the identification, cultivation and prioritization of study investigators;
- Facilitate or drive the center activation process for all research and clinical studies in partnership with cross-functional clinical partners;
- Interpret and apply applicable regulations and good clinical practice in providing oversight at all assigned clinical sites;
- Collaborate with clinical investigators, clinical study management and other cross-functional partners to meet or exceed enrollment goals;
- Oversee protocol compliance and adherence to applicable regulations (e.g. follow-up visit compliance, CRF completion, timely resolution of monitoring action items) and work with clinical study management to provide preventative or corrective action as needed;

- Provide timely, continuous communication to all stakeholders regarding status and performance for assigned clinical sites;
- Train and mentor clinical staff on topics including technical device operation and clinical application.

Compensation and benefits will be a function of the selected applicant's level of expertise as per corporate policy. Do you wish to get involved in the development of an innovating company? Are you interested in this career opportunity? Then please send us your application.

Only qualified applicants will be contacted.

Required Skills

Technical Expertise

1	Essential	Bachelor's degree in engineering, physical/biological sciences, or related medical/scientific field
2	Essential	3 years relevant work experience*

* Advanced degrees may count for 1-2 years of experience.

General Criteria

1.	Essential	Able to master implantable device operation and support
2.	Essential	Able to master working knowledge of GCP, SOP and regulatory material
3.	Essential	Willingness to travel 50-75% of the time
4.	Important	Experience with US Clinical Study processes and regulations
5.	Important	Knowledgeable in GCP principles
6.	Important	Experience working with physicians
7.	Essential	Strong influence management skills
8.	Essential	Strong conflict resolution skills
9.	Essential	Excellent interpersonal and relationship building skills
10.	Essential	Detail oriented
11.	Essential	Excellent oral and written communication skills

Desired/Preferred Qualifications

1.	Preferred	MS in Healthcare/Life Sciences, Study Management or Engineering
2.	Preferred	Minimum of 4 yrs relevant work experience with graduate level degree
3.	Preferred	Experience providing technical support for medical device surgical procedures or follow-up testing
4.	Preferred	Experience in clinical research or medical field (hospital, engineering, medical devices, etc)
5.	Preferred	Knowledgeable in GCP principles
6.	Preferred	Understanding of neurostimulation therapies and principles
7.	Preferred	Proven leadership/influencing skills
8.	Preferred	Experience in customer communication, selling/serviced training
9.	Preferred	Proven track record of independent problem solving and decision making abilities