



A partner for life



Varian Medical Systems offers this challenging vacancy:

Customer Support Center Specialist, Physicist (f/m) Officebased, Darmstadt (Rhein-Main)

Major responsibilities:

- Support customers and company employees (Field Engineers, Application Specialists etc.) by analyzing and solving their operational, Delivery Systems, Information Systems and other issues to ensure they can operate their VMS Equipment with the highest level of efficiency according to product safety regulations
- Connect remotely onto customer equipment to analyze problems and issues and solve them or escalate more complex issues to other VMS Experts according to the Company Complaint and Handling Procedure, in order to ensure customers can operate their VMS Equipment
- Assign customers problems and issues to Field Engineers, Physics Support Team and all other necessary VMS company resources and provide them support in resolution activities, to ensure problems and issues are addressed and resolved in the most efficient manner in order to maximize customer satisfaction
- Analyze complex customers' Delivery Systems, Information Systems in close cooperation with Product Specialists and Product Support Engineering, in order to resolve them or escalate to Product Marketing for resolution
- Maintain the Customer Support Center Laboratory Information Systems Environment up-to-date by having all versions of VMS Software available and fully operating, in order to analyze and be able to solve customers' software problems or escalate more complex issues
- Put in detailed records of Customer Support Center support activities performed into the Company Service Call Tracking System, in order to monitor complaint call history, document interventions to solve customer issues and keep track of time spent on support activities
- Provide classroom training and on-site training as and when required to ensure Customers and Employees are properly trained in the use and application of VMS Products
- Perform other duties as assigned

Qualifications and Experience:

- Educational requirements: Degree/diploma in physics / biomedical engineering
Degree/diploma in electronics and/or information technology, engineering
- No. of years related experience: Minimum 5 years in the field of information technology / medical physics, biomedical engineering or equivalent experience





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Knowledge:

- Information Technology: Sound knowledge of and professional technical experience with microcomputers / PC based systems. Practical knowledge in computer architecture
- Customers: Sound understanding of customers and their requirements
- Business Procedures: Sound understanding and application of VMS business procedures
- Business Strategy: Knowledge of VMS Strategy and sound understanding of Business Goals, i.e. Corporate Strategy, Product and Market Strategies
- Technical expertise: Expert knowledge in radiation physics applicable to medical applications. Knowledge of technical QA process flow in a radiation oncology department (Clinical QRT process)

Skills:

- Fluency in the local language and in English, both written and spoken
- Must be mature and tactful
- Articulate and skilled in interpersonal communication (particularly in performing remote support activities)
- Willing to work normal and non-normal hours as required to support the customers
- Ability to advise customers and Field Engineers and other field personnel in technical matters
- Ability to evaluate and integrate remotely the technical and safety environment of the customer
- Ability to adapt and to integrate into, the customer's technical/operational & safety environment
- Understanding of customers' situation and related support needs
- Excellent skills in applying VMS Health & Safety Regulations to job holder's work environment

For more information, please contact our Manager Human Resources, Juergen Thurm, tel. +49 6151 731 337 or juergen.thurm@varian.com

To apply, please email your CV and cover letter to deda-personal@varian.com with the subject line "CSC Specialist", preferably in English