

POSITION DESCRIPTION

Position Title:

Job Family Name: **APPLICATIONS SUPPORT SPECIALIST B**
Physics Support (VMS Products – all aspects of)

Incumbent Name:

Reports to (job title):

Dotted line to (job title):

Department:

Division: **CSS Europe**

Location:

Geographical scope of position:

Budget management:

- Responsible for Revenue budget No
- Responsible for Cost budget No

Headcount:

- Responsible for employee management No

Date established / reviewed: July 2007 **Date implemented locally:**

Position Summary: *Provide a brief description of position's reason to exist*

- Train customers in the use of VMS products, to ensure customers' staff can operate their equipment in the most efficient manner and with the highest level of safety and satisfaction at all times

Major responsibilities: *List position's major accountabilities*

- Develop customized programs to train customers in the use of hardware and software applications of their specific VMS products, to ensure customers can operate the equipment according to their specific requirements with the highest level of satisfaction and in line with technical and safety guidelines
- Counsel customers in adapting their work procedures and propose road maps of new work processes following the installation of new VMS products, in order to ensure customers can operate their VMS equipment with the highest level of efficiency according to country safety regulations
- May provide help desk support and services to customers, to ensure customer questions, issues and problems are addressed in a timely manner and that they can operate their VMS equipment with the highest level of efficiency according to technical and safety guidelines
- Deliver on-site training to customers on specific parts of VMS products, systems upgrades and developments, to ensure customers can operate their VMS equipment with the highest level of efficiency according to technical and safety guidelines
- Input detailed records of training activities into company information systems, including customer technical questions, installation and systems integration issues, to ensure accurate updated customer information is available to other VMS parties

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Major responsibilities: (cont.)

- Report by means of time sheets / expense reports, application training reports etc. (as applicable) regularly / weekly to ensure accurate company statistical data on customer-oriented activities is available / maintained up to date
- Collect technical information on VMS products' operating characteristics, design factors, technical and systems performance and developments, in order to permanently maintain up-to-date training materials
- Perform other duties as assigned

Education / Experience: *Educational requirements and number of years related experience acquired before or with Varian Medical Systems (VMS)*

Educational requirements:	Degree/diploma in medical physics / biomedical engineering
Number of years related experience:	Minimum of 3 years professional experience in the radio-oncology field with equipment of various kinds
Number of years Varian experience:	N/A

Knowledge: *Things incumbent needs TO KNOW to successfully perform on the job*

Information Technology:	Sound knowledge of and professional technical experience with microcomputers / PC based systems
Customers:	Sound understanding of customers and their requirements
Training:	Sound knowledge of training techniques and methodologies to train adults (hospital professionals)
Business Procedures:	Sound understanding and application of VMS business procedures
Business Strategy:	Knowledge of processes and methods used in VMS product areas such as product specification, product developments / expansions and product security and safety
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)
Health & Safety:	Constant training to gain and maintain a sound knowledge and systematically apply national laws and VMS regulations on health & safety in the workplace environment, particularly concerning radiation and electrical safety

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Skills:

Things incumbent must be able TO DO to perform successfully on the job

Fluency in the local language and in English, both written and spoken

Must be mature and tactful

Excellent interpersonal communication skills

Willing to travel extensively

Willing to work normal and non-normal hours as required to support the customers

Sound understanding of adult education and learning methodologies

Excellent skills in applying VMS health & safety regulations to job holder's work environment