

Clinical helpdesk (Physics support) (m/f) – EMEA region

Varian is the world's largest manufacturer of medical devices and software for treating cancer with radiotherapy, employing more than 6 500 people around the world. We develop and manufacture products and solutions that innovate, support and streamline cancer-fighting solutions worldwide. Our teams have a common drive to help others, and a passion for excellence. When joining Varian, you add your talent to the fight against cancer.

Currently we are looking for an experienced and enthusiastic **medical physicist**.

Join the **Clinical Helpdesk-team**, and use your analytical, logical and clinical skills to support our customers. Respond to internal and external customers requesting assistance for issues related to all Varian Medical equipment, but focusing on treatment planning. You will work in a multicultural team of medical physicists and applications specialists providing support to a region covering Europe, Africa, Middle East and India. As a medical physicist, you support customers in safe and efficient use of Varian products, mostly Eclipse and Velocity.

Job Description

- Support customers and company employees over the phone and/or via remote connections, analysing and solving their issues related to Varian products, mainly treatment planning
- Escalate more complex issues to other VMS experts, collaborating and providing support in resolution activities, to ensure problems and issues are addressed and resolved properly
- Document all interactions in the CRM-system
- Collect feedback from customers on product functionalities and system improvements
- Provide support in testing new products

Job Requirements

- MSc in Medical Physics, Biomedical engineering or equivalent
- Clinical experience as a medical physicist
- In-depth knowledge of modern radiotherapy techniques and their underlying principles including treatment planning
- Strong analytical and logical abilities
- Excellent communication and customer service skills
- Fluency in English and German, written and spoken
- Additional language-skills is a merit
- Previous clinical experience with Varian systems is a merit

The job location is preferably Germany, but other locations within the EMEA region will be considered, provided that fluent English and German language skills are given.

Please send your application to our Recruiter Lidia.Deniz@varian.com.

Questions are answered by Lena Wittgren, Clinical Helpdesk Manager, Lena.Wittgren@varian.com or Lidia Deniz, Lidia.Deniz@varian.com