



February 2019

## Operations manager - China

### Job Description

Based in provincial capital city, with national / international business trips (tradeshows, end customers and business partners visits), you frequently travel. Your main missions are:

- **Team leading**
  - Train and assist local application engineer team members
  - Assist planning for junior application engineers and their project managements according to sales team needs
  - Evaluate and identify needs for APAC team members.
  - Implement and supervise organization and tool for local events (congress, training sessions, software availabilities...)
- **Presales tasks**
  - Demonstration of Intrasense products to prospects previously identified by Sales team.
  - Marketing assistance for product presentation / promotion.
  - Assistance and contribution to tender answers in collaboration with Sales team and Operation teams
- **Internal / external training**
  - Maintain level of expertise about released product, clinical background and all necessary technical background around the product or its deployment.
  - Operational training for End-Customers/Customers/Partners ("trainer trainings")
  - Internal training / knowledge sharing.
- **Customer/End-customer Partner Support**
  - Level 1 support to End-Customers/Customers/Partners.
  - Handle Support Team interactions for Level 2 support issues.
- **Application Engineering Tasks** (back up)
  - Ensure that sites are setup and operational.
  - MAS projects contributions
  - Participation to Alpha programs for R&D Team (optional and in coherency with Application Manager)
  - Team-related tasks
- **Collect field information** (field feedback)
  - Gather and report product feedbacks to the Marketing / Product team, Sales Team and Operation Director
- **Client Partner**
  - Coordinate all the operational activities for the area / accounts
  - Partners information and services
  - Project management
  - Quality satisfaction
  - Upselling



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## Key competencies

- Professional skills:
  - Good team working in a remote environment
  - Good computer skills (Hardware and software)
  - Microsoft Office Suite
  - TCP/IP Local Network understanding
  - High mobility.
  - Excellent communication skills
  - Good English level (written and spoken)
- Special skills:
  - Good sensibility of professional software environment (installation, configuration, usage, Software and Hardware requirement, ergonomics...)
  - Good understanding of medical devices and medical images
- Aptitudes:
  - Medical environment motivations
  - Punctuality
  - Ability to work under stress
  - Good travel organization skills
  - Efficient task follow-up
  - Ability to respect deadline commitments
  - Good cross-cultural understanding
  - Excellent team spirit
  - Excellent communication skills
  - Motivating and empowering communication skill
  - Good decision-making skills
  - Good work organization skills, sense of priorities
  - Sense of initiative
  - Ability to synthesize, to provide clear and concise information
  - Rigor

## Profile

- More than 5 years' experience in the medical device industry and in application engineer or operations positions
- Familiar with medical device channel management and software medical imaging solutions
- Scientific Bachelor's Degree (BS) or Scientific Master's Degree (Biomedical Engineer or Medical degree preferred)

## Contact

Please send applications to [wenjian.du@intrasense.fr](mailto:wenjian.du@intrasense.fr).