



Position Description: Technical Clinical Specialist

BioTraceIT™ is a Medical Device organization introducing a novel diagnostic tool, PainTrace®, which acquires and measures a direct pain biosignal that corresponds to an individual's experience of pain.

BioTraceIT™ works in many industries including healthcare, pharmaceutical, and veterinary. We are a dynamic team with exceptional products to deliver new and meaningful solutions.

Our initial market entry will be into the Veterinary marketplace and Clinical Research with a near-term plan to aid Human Pain Monitoring. Our initial work benefits animals that experience pain and lack the ability to communicate that pain. PainTrace® also improves animal welfare and serves as a clinical outcome measure for studies to find new ways to treat pain. In recent years, an increased focus on pain assessment has emerged. Currently, there exists no validated instrument for monitoring pain in animals.

We are building a nation-wide organization located in major metropolitan areas across North America. We are a group of professionals who value honesty, transparency, collaboration and diligence.

The Technical Clinical Specialist is an integral member of our technical clinical, quality and sales support team. The work performed will be office based with potential national and international travel to customer sites to deliver training. A successful candidate must possess exceptional communication and analytical skills, the ability to work independently, experience in a leadership role, and business acumen. Clinical study experience and knowledge of the veterinary environment would be considered assets. This role will report to the BioTraceIT™ Lead Technical Clinical and Quality Support Specialist. In this role the Technical Clinical Specialist will be the primary interface for our clients (veterinary, clinical, and research) to educate, collaborate on studies, and build exceptional communication for ongoing working relationships.

Responsibilities and duties will include:

- Possess an adaptable mindset and thrives in a fast pace start-up environment.
- Provide training on the proper operation of the PainTrace® Medical Device and BioTraceIT™ Data Analytic Systems through the development of customer training materials and user manuals.
- Develop and assist with the preparation and execution of digital training resources, email campaigns, educational webinars, etc.
- Evaluate study protocols and develop PainTrace® proposals for clinical outcomes services.
- Analyze study data, perform minor statistics, and generate study reports.

- Receive incoming calls, triage, provide Level 1 technical support, and direct escalations to the proper team member.
- Provide valuable, solutions-oriented assistance to customers.
- Participate on sales calls as required for technical knowledge.
- Liaise with internal partners to ensure products and services are being delivered according to our client needs.
- Build out processes and act as company support on CRM HubSpot - maximizing all capabilities for Technical Support.
- Demonstrate ability to co-develop and execute on commercial initiatives.
- Develop and demonstrate an in-depth knowledge of the BioTraceIT™ products.
- Assist and co-ordinate logistics as required.
- Travel to our client sites throughout Canada, the United States, Europe, and other worldwide locations.
- Additional responsibilities and duties, as necessary.

Skills Requirements

- Exceptional communication, analytical, and troubleshooting skills
- Excellent organizational and multitasking skills
- Ability to successfully work independently and remotely with discipline
- Leadership skills
- Ability to work collaboratively with colleagues
- Proven successful work experience and professional demeanor
- Strong knowledge of Microsoft Office Suite, Zoom, Social Media
- Willingness to learn and apply knowledge towards the utilization of various software programs
- Ability to adapt to changing business protocols and lead implementation
- Experience in the veterinary or clinical environment would both be considered an asset
- Knowledge of statistics would be considered an asset
- Knowledge of Veterinary Medicine a strong plus

Compensation will be determined based on industry benchmarks and individualized to the candidate.

This role will report to the Lead Technical Clinical and Quality Support Specialist.

To apply, please submit a cover letter highlighting your experience, resume and references to info@biotraceit.com. Only successful applicants will be contacted for an interview.

BioTraceIT™ is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, national origin, disability status, protected veteran status, or any other characteristic protected by law.