

TECHNICAL SUPPORT AUDIOLOGIST

Vivosonic Inc. - Toronto, ON

Reporting to: Director of Research or VP of Marketing/International Sales.

The Company:

Vivosonic Inc. is a leader in the development of innovative technologies to enhance auditory evoked response detection. The Company develops, manufactures and markets medical devices for auditory diagnostic measurement and newborn hearing screening. These products are sold through a global distributor network in over 55 countries. Vivosonic invests heavily in research and development (R&D) to investigate new applications for its technology in audiology and other clinical specialties. The Company's core competencies are advanced signal processing and filtering techniques for the analysis of electrophysiological responses and these strengths provide a clear competitive advantage in ABR detection. Vivosonic is recognized in the industry for developing unique and effective solutions to the everyday challenges faced by healthcare professionals.

Position Overview:

The Technical Support (TS) Audiologist is skilled in the analysis of Auditory Evoked Potentials including ABR and cortical responses and is proficient with the technical operation of the Company's products. The TS Audiologist collaborates with the Vivosonic research, development and sales teams to provide product demonstrations, customer training and product equipment testing and validation. Approximately forty percent of the time will be dedicated to conduct product training and demonstrations in North America and elsewhere. The TS Audiologist draws from his/her clinical experience and education to provide important insights on the clinical requirements of audiologists and recommendations for protocols and guidelines. Technology is tested and validated in-house and off-site, including self-testing by the TS Audiologist. The TS Audiologist is responsible for designing research and validation procedures, performing or monitoring test process, recording test results and sharing clinical outcomes and recommendations. They will also be 2nd tier customer support addressing customer clinical issues.

Responsibilities:

Customer and Technical Support

- Demonstrate Vivosonic products at customers and conferences.
- Train and educate customers on the effective use of Vivosonic products
- Create and maintain training procedures
- Provide clinical support to Vivosonic customers (2nd tier customer clinical support)
- Train and educate Vivosonic staff
- Provide clinical input and recommendations to Marketing, Development and Customer Support
- Travel to customer sites in Canada, USA and other locations

Product Development Support

- Clinical validation of Vivosonic products
- Design and maintain clinical validation procedures
- Recruit subjects
- Perform clinical testing, both in house and at external sites
- Document and communicate results and recommendations

- Development of clinical protocols and guidelines for use of Vivosonic products

- Research and evaluation of current and new clinical technologies
- Perform literature review
- Design and execute clinical performance procedures
- Recruit subjects
- Document and communicate results and recommendations

- Research and evaluation of current and upcoming audiological needs and trends of the market
- Research and evaluation of the performance of the competition's products
- Travel to customer sites in Canada, USA and other locations

- Manage some clinical beta sites

Experience:

- Clinical experience (1-2 years preferred)
- Clinical electrophysiology
- Research with scientific method preferred
- Clinical troubleshooting, including with equipment deficiencies
- Reg CASLPO or equivalent preferred

Education:

- Master's degree in Audiology or equivalent

Skills and Requirements :

- Can effectively demonstrate ABR testing on self
- Ability to learn independently and adapt to new techniques
- Good English written, verbal, and documentation communication skills (strong skills preferred)
- Team player, dedicated to promoting and working in a creative and productive atmosphere.
- Skilled in critical reading and understanding of scientific journal articles in area of Audiology
- Holds a valid Canadian passport and can travel to the US and abroad
- Comfortable with International travel
- Holds a driver's license valid in Ontario

Job Type: Full-time

Required education:

- Master's