



Field Technical Trainer Job Description

The Field Technical Trainer is responsible for supporting sales, marketing, and internal/external customers with specialized technical training on procedural applications for implantable Chronic Heart Failure products. S/he will be responsible for providing technical training within a surgical and/or clinical environment. In addition, the FTT will mentor and coordinate the Sales team on certification progress..

Responsibilities include but are not limited to:

The position generally requires the ability to perform the following tasks:

1. Cover cases (commercial & clinical)
2. Mentor the sales team on their progress towards certification.
3. Triage training opportunities and needs:
 - A. Training opportunities for reps seeking certification
 - B. Case support needs when non-certified representative's schedules patient follow-ups & implants and needs coverage
4. Manage training center relationships and logistics.
5. Create synergies between the commercial and clinical studies teams.
6. Support after-hour patient hot line and technical services calls.
7. Serve as faculty to represent Level 2 Technical Training.

Qualifications

Education:

1. Bachelor's degree required.
2. Degree in Life Sciences or certification from a specialized program preferred.
3. IBHRE Certified or a willingness to achieve the certification from the International Board of Heart Rhythm Examiners.

Required:

1. 5+ years' experience clinical work supporting the area of cardiology within the medical device industry.
2. Experience with customer facing relationships including extensive experience with both physicians and patients.
3. Experience with operating room procedures, clinic, and surgical center protocols.
4. Valid driver's license.
5. Travel is required - 80%