



JOB DESCRIPTION

JOB TITLE:

Real Time Locating Systems (RTLS) Software Implementation and Support Manager

COMPANY OVERVIEW:

Founded in 1988 in Grand Rapids, MI, Innovative Medical Systems (IMS) is a unique specialty distribution sales and service organization focusing exclusively on acute care hospitals and IDNs. Since inception, IMS has grown from 3 principals serving one state to over 50 employees serving 11 Midwest states.

Our growth and success stems from identifying healthcare and technology trends and capitalizing on them by aligning with leading manufacturers and developers to deliver superior products and system solutions with sales and support expertise. In the same way hospitals specialize in complex procedures, IMS has developed a highly-refined 'solutions-based approach' to its business. IMS delivers the optimized product or service for each application, resulting in excellent customer outcomes. IMS has become a trusted partner to hundreds of hospitals, applying a customer-centered approach to its sales, installation, and support procedures, providing individualized solutions to complex and unique hospital product and system needs, resulting in long-term customer satisfaction. For more details, visit: <http://www.innovative-medical.com>

JOB OBJECTIVE:

The RTLS Software Implementation and Support Manager is responsible for ensuring customers are provided with a timely, strategic, and comprehensive package of information and support concerning RTLS software systems. The primary objective (job responsibility) is to optimize end customer use of RTLS software products from the initial customer needs assessment process through end user training. The RTLS Software Implementation and Support Manager is expected to ensure that RTLS software products are successfully sold and utilized in a manner that maximizes customer return on investment.

PREFERRED EDUCATION AND EXPERIENCE:

- Bachelor's degree in applicable field, such as communications, business, nursing, or healthcare informatics/education.
- At least two years of experience conducting product training and demonstrations, both onsite and through remote methods (such as WebX or Skype).
- Previous experience in the healthcare industry, particularly previous clinical experience or experience with real time location systems.

ESSENTIAL JOB ELEMENTS:

- Acquire and maintain knowledge of relevant RTLS software product lines, including identification of new product lines that serve evolving customer needs.
- Develop and maintain up-to-date product line training, materials, presentations, and implementation programs in concert with appropriate software vendors.
- Lead pre-sale needs assessment and workflow meetings to facilitate successful configuration and programming of RTLS software systems.

- Coordinate with sales department, service department, and customers to develop training schedules and training plans meeting individualized customer needs.
- Manage and perform all aspects of RTLS software product training, including new system training, follow-up training, refresher training, system upgrade training, and other training as needed.
- Ensure success of new system implementation through effective clinical end user training.
- Address ongoing customer challenges during integration and implementation of RTLS systems, including evaluating and troubleshooting system issues.
- Drive the company image as leading RTLS system provider.
- Assist with writing a monthly newsletter and other general customer-facing communications.

JOB REQUIREMENTS:

- Excellent presentation skills with demonstrated proficiency in both oral and written communication.
- Demonstrated tact, judgment, and maturity necessary to successfully communicate at all customer levels, from clinicians to corporate management.
- Proven ability to learn and use advanced training and presentation tools, as well as other innovative training solutions for product, process and system training.
- Proficiency in MS Office Suite (Excel, Word, PowerPoint, Outlook etc.) and advanced proficiency in Power Point
- Record of successful independent project management from conception to delivery.
- Willingness and ability to travel as necessary to conduct training.

TRAVEL:

This position requires travel to customer sites (typically by driving and occasionally by flying), and may require occasional travel on weekends (including Sunday evening travel for Monday morning meetings).

WORKING CONDITIONS AND ENVIRONMENT:

The position of Real Time Locating Systems (RTLS) Applications Trainer will be based out of the IMS office in Grand Rapids and also involves travel to customer locations. Successful applicants must have the flexibility to schedule training and other customer meetings at the times required to meet customer needs. This position will report to the Senior Product Group Manager

Physical Demands:

The following physical activity is required (percentage of time during a typical workday may vary)

- Ability to sit or stand for periods required for travel, particularly travel by car
- Ability to drive a vehicle
- Ability to sit, stand or move as required to conduct training and presentations
- Ability to lift up to 50 pounds of demonstration equipment or other materials as required
- Ability to read a computer screen or projected screen