



Varian is the world's largest manufacturer of medical devices and software for treating cancer and other medical conditions with radiotherapy, radiosurgery, proton therapy and brachytherapy. Our vision is a world without fear of cancer. To meet this challenge, we equip the world with new tools for fighting cancer.

Varian Medical Systems International AG Steinhausen (ZG) is Varian's Headquarters for Oncology Systems operations in Europe, the Middle East, Africa (EMEA), the Commonwealth of Independent States (CIS) and India.

Clinical Helpdesk Application Specialist

Currently we are looking for an experienced and enthusiastic **radiation therapist / radiographer / dosimetrist**.

Join the **Clinical Helpdesk-team**, and use your analytical, logical and clinical skills to support our customers. Respond to internal and external customers requesting assistance for issues related to all Varian Medical equipment but focusing on delivery systems and information systems for radiation oncology. You will work in a multicultural team of medical physicists and applications specialists providing support to a region covering Europe, Africa, Middle East and India. As an application specialist, you support customers in safe and efficient use of Varian products, mostly ARIA, linear accelerators and Halcyon machines.

Specific Responsibilities

- Support customers and Varian employees over the phone and/or via remote connections, analysing and solving their issues related to Varian products, mainly treatment planning
- Escalate more complex issues to other VMS experts, collaborating and providing support in resolution activities, to ensure problems and issues are addressed and resolved properly
- Document all interactions in the CRM-system
- Collect feedback from customers on product functionalities and system improvements
- Provide support in testing new products

Desired Qualifications

- Radiation Therapist and/or Medical Dosimetrist
- Three years clinical experience from radiotherapy
- In-depth knowledge of modern radiotherapy techniques
- Strong analytical and logical abilities
- Excellent communication, collaboration and customer service skills
- Fluency in English, written and spoken
- Additional language-skills (German, French, Italian and/or other European languages) are a merit
- Clinical experience working with Varian equipment is a merit

You are customer-service oriented and you have a proactive attitude with excellent organizational skills. You are able to work independently as well as a part of a team. You thrive in managing numerous tasks accurately and simultaneously in a fast-paced, deadline-driven environment.

You are just one click away from the most impactful work you will ever do and becoming part of the global team united by purpose to fight cancer. We look forward to receiving your application and CV. Job Code 14537BR. [APPLY HERE](#)
Questions? Contact Lena Wittgren Manager EMEIA Clinical Helpdesk, Lena.Wittgren@varian.com

www.varian.com