

## JOB DESCRIPTION

<b>POSITION TITLE:</b>	<i>Technical Services Associate</i>
<b>REPORTS TO:</b>	<i>Director of Technical Services</i>
<b>EXEMPT/NON-EXEMPT:</b>	Exempt

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### POSITION OVERVIEW:

The Technical Services Associate provides technical and proposal-writing support to the Client & Technical Services (CTS) division. Additionally, the position will also assist with development and delivery of training materials and production and management of site-facing materials in support of the clinical trials business. Documentation, book-keeping and maintenance of MMI's Customer Relationship Management (CRM) portal will constitute ancillary job-functions. The Tech. Services Associate will liaise with staff from CTS, Business Development, Operations and other consultants to produce comprehensive, technically sound work products.

### DUTIES & RESPONSIBILITIES:

- Assist CTS staff with scientific and technical consulting activities
- Assist CTS staff with developing business proposals, contract exhibits and letters of agreement
- Conduct periodic reviews of agreements and contracts and initiate amendments as needed
- Manage, develop, and revise training material and assist with its delivery
- Document training activity and results of effectiveness testing
- Develop site-, sponsor- and consultant-facing binders and other project materials (such as guidance for site coordinators, imaging technologists, physician consultants, etc.)
- Assist with preparations for investigator/coordinator meetings, tradeshow, workshops, etc.
- Assist with developing project-specific training materials for technical project staff, including project managers, analysts and physician consultants (i.e., radiologists and cardiologists)
- Support ongoing internal initiatives, including development of training/certification programs for physician reviewers, process improvements, and auditing and consolidating project documents.
- Reinforce client relationships through high-quality work products, responsiveness and timeliness
- Understand Medical Metrics Quality Policy and support the achievement of the organization's quality objectives and take corrective action when necessary to mitigate organizational risk
- Comply with company policies and procedures, as well as ISO 9001 and Current Good Clinical Practices (cGCP's) relative to job tasks
- Assist with maintenance of MMI's CRM platform, including the book-keeping, reports, query-support, and organization and QC of data and analytics; Staying current on CRM updates
- Aid in developing standardized business processes for proposal development and delivery and consulting activity
- Support internal initiatives aimed at quality improvement, suggest and implement relevant process improvements

- Ensure compliance with HR policies and procedures

### **EDUCATION & EXPERIENCE**

- BS or MS in engineering, physics, mathematics, life science or a related discipline
- Familiarity with diagnostic imaging and radiology (e.g. XR, CT, MRI, US and/or Nuc. Medicine)
- Demonstrated functional competence in a life science discipline, preferably Bio- or Biomedical Engineering

### **SKILLS REQUIRED:**

- Exceptional attention to detail and follow-through
- Effective interpersonal and client service skills
- Excellent written and verbal communication skills
- Effective technical presentation skills to technical and non-technical audiences
- Ability to compile, synthesize and interpret relevant scientific literature
- Ability to rapidly acquire and apply new technical and scientific knowledge
- Strong analytic, quantitative and computer skills
- Ability to manage multiple ongoing projects/tasks under tight timelines
- Highly self-motivated and committed to exceeding planned objectives
- Ability to produce high-quality technical documentation
- Ability to learn operational facets of CRM and other project management tools

### **PLUSES:**

- Prior work experience or research in medical devices or biopharmaceuticals with an emphasis on spine, orthopedics, cardiology, and/or neurology
- At least 1 year of post-baccalaureate experience in a technical role
- Understanding of clinical trials, including US-FDA 510(k) / PMA regulatory pathway
- Knowledge of routine assessments made from orthopedic and/or cardiovascular imaging exams
- History of working with clinicians (e.g. radiologists, cardiologists, surgeons, neurologists) on R&D projects involving advanced image analysis and interpretation
- Experience with working in an B2B environment
- Familiarity with Salesforce® CRM platform

### **COMPANY & COMPENSATION:**

- Medical Metrics Inc. (MMI) is a fast-growing, independent imaging core laboratory based in Houston, TX. MMI provides image analysis and consulting services to medical device, biologics, and pharmaceutical companies in support of their clinical trials and product R&D.
- Competitive salary, commensurate with experience and qualifications
- Excellent benefits package including medical, dental, and life insurance, 401(k) plan, and paid vacation and holidays



**For further information, please contact:**

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