

JOB DESCRIPTION

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

JOB SUMMARY:

The Technical Services Manager (TSM) provides technical support, protocol writing, and consulting capability for advanced image acquisition, analysis, and interpretation. The position assists the Director of Technical Services and Client & Technical Services staff in managing and executing the day to day operation of the company's scientific consulting business.

DUTIES AND RESPONSIBILITIES:

- Develop radiographic protocols and imaging charters for multi-center clinical trials
- Consult with clients on image collection techniques, assessment methods and measurement protocols
- Develop literature-based classification systems and measurement methodologies for assessments across the imaging spectrum
- Assist with verifying measurement feasibility, validation of methodology, and development of QC/QA tools for these measurements
- Serve as primary liaison with MMI's Key Opinion Leaders (KOLs), Subject Matter Experts (SMEs), physician collaborators and advisors
- Develop image acquisition protocols as well as monitor protocol effectiveness and site compliance
- Develop and deliver project-specific training materials for technical project staff, including project managers, analysts, technologists, and radiologists
- Assist with the analysis and interpretation of imaging data for ongoing projects
- Deliver technical presentations of imaging findings to internal or external audiences
- Assist with internal quality initiatives, including development of training and certification programs for physician reviewers and development of QC metrics and success criteria
- Provide internal technical support to the Business Development, Client & Technical Services, and Operations teams
- Assist with developing technical content for new project proposals and developing letters of agreement for new consulting projects
- Oversee specialized consulting assignments involving 2D/3D image analysis and processing

- Identify new consulting opportunities for ongoing projects based on routine review of deliverables and images
- Assist MMI staff and clients on developing, reviewing, and publishing scientific manuscripts
- Reinforce customer relationships through responsiveness and high-quality consulting
- 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
- Ensure compliance with HR policies and procedures

EDUCATION AND EXPERIENCE:

- MS or PhD in engineering, physics, mathematics, life science or a related discipline
- Minimum 5 years' experience in a technical role with increased managerial responsibility over time and preferably at least 3 years' experience in clinical and/or preclinical imaging and/or radiology (including XR, CT, MR, μ CT, Ultrasound, and/or Nuclear Medicine)
- Demonstrated technical competence in medical imaging, devices, pharmaceuticals, clinical research or related life science discipline

SKILLS REQUIRED:

- Exceptional communication, presentation, and client service skills
- Ability to compile, synthesize and interpret relevant scientific literature
- Excellent written and interpersonal skills
- Ability to communicate technical concepts to non-technical audiences
- Impeccable work ethic and attention to detail
- Solid analytical and practical problem-solving skills
- Ability to professionally manage complex incidents to resolution
- Able to plan and execute responsibilities with minimal supervision
- Effective time management, organizational, and leadership skills
- Adept at acquiring technical knowledge through personal research and self-directed study
- Highly motivated and persistent
- Effective project management and training skills
- Strong knowledge of, and practical experience with, medical image processing and visualization

PLUSES:

- Prior work experience or research in medical devices or biopharmaceuticals with an emphasis on spine and orthopedic technologies
- Understanding of clinical trials, including US-FDA 510(k) / PMA regulatory pathway

- Knowledge of routine assessments made from imaging exams including the underlying literature, measurement methodology, sources of errors and techniques to increase measurement accuracy and reliability
- History of working with clinicians (e.g., radiologists, surgeons, etc.) on R&D projects involving advanced image analysis and interpretation
- Demonstrated scholarly independence and a track record of scientific publications in the biomedical field
- Experience with working in an B2B environment
- Familiarity with commercially available software solutions for biomedical image analysis

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:

K. Teal Wurm, PhD

Director of Technical Services

ktwurm @ medicalmetrics.com

Tel: +1 (713) 850-7500 x 213

OR

N. Shastry Akella, PhD

Vice President of Client & Technical Services

nsakella @ medicalmetrics.com

Tel: +1 (713) 850-7500 x 218