

# TECHNIDATA IS RECRUITING A SUPPORT & IMPLEMENTATION ENGINEER

## COMPANY

TECHNIDATA is a leading, French software company specialized in software solutions for in vitro diagnostics and the clinical laboratory and certified to ISO 9001 and 13485.

With over 40 years of experience and knowledge in the area of laboratory organization and management, TECHNIDATA provides the development, installation and maintenance of its software solutions.

With over 700 customers all over the world, we employ over 180 people in 6 subsidiaries in Europe, North America and Asia.

In order to support TECHNIDATA Benelux and TECHNIDATA Germany, we are recruiting a Support & Implementation Engineer for our office in Breda (Netherlands).

## POSITION

- As a Support & Implementation Engineer, you have the following objectives :
  - Preparing the installations and installing the TECHNIDATA software products
  - Configuring customer-specific software settings
  - Training customers on how to manage and use the installed applications
  - Writing reports in which the technical problems are defined for the support team of TECHNIDATA and cooperation with the team in the headquarters in order to reach a solution to the problems raised
  - Accepting support calls and resolving reported issues
  - Informing customers about new software versions, before, during and after installation
- You are versatile and customer-focused. In addition to support and sales support activities, such as demonstrations, your work also includes technical aspects such as the implementation of Laboratory Information Systems (LIS) in medical laboratories. This implementation consists a.o. of installing the <sup>TD</sup>NexLabs application software, configuring it in accordance with the customer's requirements, connecting equipment and linking the TECHNIDATA LIS to the hospital information system.

## CANDIDATE

- In order to fulfil this function successfully, you have at least a bachelor degree in IT or sciences. Experience in healthcare is preferred. Knowledge and/or experience in medical laboratories is an advantage.
- You can translate problems of customers into a functional/technical description on the one side, and solve problems for customers from such a functional/technical description at the other side. Both from a support point of view, as an implementation point of view. You have knowledge of interface protocols, such as HL7, ASTM, IHE, Edifact. A minimal knowledge of scripting languages is an advantage.
- You like to work independently; you are focused and easily maintain contacts.
- Because of the international character of the function, you can fluently speak and write English; knowledge of the German language is an advantage.