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**Technical Services Clinical (Neurodiagnostics) Specialist
Xltek Ltd., a division of Natus Medical Incorporated
Oakville, Ontario**

Kathbern Management is assisting our client, Xltek Ltd., a division of Natus Medical Incorporated to hire a **Technical Services Clinical Specialist** with experience in neurodiagnostics technology for its Technical Assistance Centre. The Centre supports a large number of medical sites (hospitals and clinics) across North America. This position requires 5 years' experience as a hospital EEG Technologist and a passion for helping people troubleshoot neurodiagnostic-equipment problems.

The Company: Xltek designs, develops, and sells proprietary diagnostic equipment to niche medical markets in Canada and the United States. In addition to generating revenue through the sale, marketing and technical support of its own products, this Canadian division of Natus Medical Incorporated (a U.S. public company: www.natus.com), is expanding its product line with the integration of technologies developed by its sister companies. Xltek has been highly successful in meeting its corporate and revenue goals because of its commitment to excellence in customer service.

The Position:

The EEG Technologist joining Xltek's Technical Services team must have a strong customer-service orientation, and a desire to be an active and contributing part of a team. The company's 20-person Technical Assistance Centre provides technical support to medical professionals (clinicians and technicians) in hospitals and clinics throughout North America using a variety of tools including remote access, email and phone support. The **Technical Services Clinical Specialist** will serve as both a clinical and technical resource for all Xltek's supported products.

While not expected to resolve clinical issues, the **Technical Services Clinical Specialist** will interface directly with customers on matters related to neurodiagnostic equipment usage. As well he/she will serve as an educational resource to the Technical Services team on hospital dynamics and on the equipment and patient-related processes and procedures surrounding neurodiagnostics. The ideal candidate is interested in technology and already has, or is willing to be trained to use, a variety of software, hardware and networking tools. Xltek will provide appropriate IT training and will support financially ongoing clinical certifications as required. This position reports through a Manager, Technical Services, to the Director, Technical Services.

The Requirements:

- College/university undergraduate degree in Health Sciences or a related field is required with an in-depth knowledge of neurophysiology or neurodiagnostics.
- Registered, or eligible for registration with the Canadian Board of Registered EEG Technologists (CBRET).

- Member of, or eligible for membership in, the Canadian Association of Electroneurophysiology Technologists (CAET).
- A minimum of 5 years' experience in a clinical (hospital) environment.
- Experience in medical device industry is an asset.
- Excellent problem solving, organizational, analytical and written/verbal communications skills.
- Demonstrated experience in providing service excellence in terms of working with patients and medical professionals.
- A self-starter who can work independently with minimum supervision as well as contribute to a team environment.
- A passion for learning and a commitment to keeping up professional and technical knowledge and skills through internal and external learning to meet job requirements.
- Fluent English language skills (French language is not strictly required, but would be an asset)

An attractive compensation package is offered including base salary and benefits. Individuals interested in this opportunity are invited to send their resume in confidence to Darren.Smith@kathbern.com. We thank all who apply, but only those most closely matching our client's requirements will be contacted.