



Job Title: Software Product Specialist – Blood & Plasma

Department: Client Services

Reporting to: Director of Blood Management

Compensation: \$65,000 - \$75,000

Location: Baltimore, MD. Remote USA.

Hours of work: Typical hours of work are from 8:30 AM until 5:30 PM EST. Additional hours may be necessary as needed. This position is exempt from overtime.

Overview:

The role of an InVita Product Specialist is to be a subject matter expert on the streamlined solutions that InVita provides for the blood and plasma collection industry. Our product specialists are responsible for fielding and triaging client inquiries, managing a queue and providing project status updates both internally and externally. Product specialists will conduct client trainings and oversee implementation of new installs and product upgrade projects. While a part of the client relations team, product specialists interact frequently with our development department to provide client feedback and requests. An effective product specialist is thus both client-focused and solutions oriented.

Who:

Ideal candidates have a solutions-oriented mindset and a passion for the healthcare and software industry. A positive can-do-attitude, exceptional communication skills and a customer centric personality are some of your strengths. Collaborative by nature, our ideal product specialist had a true passion for providing superior service to InVita clients

Essential Functions:

- Manage all client inquires via internal web-based ticket system.
- Troubleshoot and resolve client issues.
- Provide consultative telephone and email support.
- Know all aspects of InVita's software products and be able to demonstrate those solutions.
- Perform client training during software installation and upgrades.
- Analyze client suggestions and recommend product suggestions to the development team.
- Provide project status updates internally and externally.

Qualifications:

- Bachelor's degree
- Experience in the blood and / or plasma collection industry
- Project management exposure
- Logical and efficient working style, with keen attention to detail
- Superb verbal, public speaking, and written communication skills
- Detailed oriented with exceptional follow-through.
- Working knowledge of JIRA, a PLUS

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- While performing the duties of this position, prolonged periods of sitting at a desk and working on a computer may be required.
- Additionally, the employee is regularly required to talk or hear.
- The employee frequently is required to use hands or fingers, handle, or feel objects, tools or controls.
- The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 15 pounds.
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.
- The noise level in the work environment is usually moderate.
- Ability to attend and preside over trade shows and conferences.
- Ability to travel on a flexible schedule. Airplane travel is necessary.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

InVita provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.