



PR/160087 | Clinical Specialist / Application Specialist

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1575475

Industry

Medical Device

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company and Job Overview

A Malaysia-based provider of engineering and medical technology solutions has expanded from its roots in automation and manufacturing into healthcare with products. Within this context, the role of a Clinical Specialist is central to ensuring these technologies are successfully adopted in hospitals and clinics, as they provide training and demonstrations to healthcare professionals, offer technical and clinical support during procedures, assist in research and product validation, and collaborate with sales teams to highlight clinical benefits.

Job responsibilities

- Deliver technical consultation to customers before, during, and after routine demo procedures.
- Consistently promote customer and patient satisfaction.
- Demonstrate product expertise by ensuring customers understand technical specifications and proper on-label usage.
- Coordinate case preparation and monitor instrument and software requirements.
- Manage inventory and invoicing for customers and branch operations.
- Provide surgeons and clinical staff with technical guidance on company products prior to, during, and after surgical procedures; respond promptly to inquiries and requests.
- Assist and support workshops and in-service training sessions.

- Oversee consigned and owned inventory by delivering, organizing, and monitoring medical instruments at customer locations.
- Identify and resolve product-related issues and troubleshoot application challenges confidently.
- Document all incidents related to product performance and assist in preparing reports in compliance with company policies and regulatory requirements.
- Facilitate the return or addition of goods resulting from field service issues, stock adjustments, field actions, and administrative processes in accordance with company procedures.
- Ensure timely return of products requiring maintenance or evaluation to the branch.
- Ensure equipment and software is at the current and latest versions.
- Under the guidance of a manager or sales representative, provide limited product training to colleagues and/or customers in one-on-one or in-service settings.
- Support sales initiatives by assisting with technology upgrades.
- Collaborate with internal stakeholders (e.g., marketing, product development) regarding products and their applications.
- Successfully complete initial training and certification for Specialists and demonstrate proficiency in products routinely used in designated customer accounts.
- Maintain up-to-date product and instrumentation knowledge and enhance professional skills through internal training, external seminars, and other available resources.

Job requirements

- Possess at least Diploma / Degree in Nursing, Health Science, Medical Imaging or Medical related fields.
- At least 3 years of working experience in medical equipment industry or healthcare institution.
- Proven ability in problem-solving, effective communication, and teamwork, with a strong aptitude for conveying technical concepts clearly.
- Highly motivated and eager to learn, maintaining a positive and proactive attitude.
- Capable of working independently and efficiently under high-pressure conditions.
- Skilled in delivering accurate, timely, and customer-focused service.
- Proficient in fundamental computer applications.
- Strong team player with the ability to collaborate effectively within a diverse workforce.

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Company Description