

# Title: Biomedical Product Specialist

Gradian is an international medical device company focused on anesthesia, critical care, and respiratory therapy care areas. Gradian has offices in New York, Nairobi, and Dar es Salaam, and employees on four continents. The company is expanding its product portfolio, and as such, is looking for a Biomedical Product Specialist to maintain and operate a fleet of Gradian's products at their New York-based office.

This position will develop a deep understanding of each of Gradian's products, every use case, and each machine function. Additionally, they will own and maintain a research and development laboratory/workshop in the New York office.

## **Preferred qualifications:**

- Bachelors in related field - biology, engineering (Biomedical, Mechanical), medical
- Experience with repair and maintenance of medical or laboratory equipment

## **Required qualifications:**

- Associates degree in a related field - biomedical equipment technology, electronics technology, engineering technology, etc.
- Experience operating medical or laboratory equipment

## **Key daily responsibilities includes:**

- Support Gradian's in-field biomedical engineers with product service requests
- Create internal technical guidance documents and procedures for the various Gradian teams
- Draft service notes/bulletins for equipment service or use issues
- Help diagnose and differentiate between design issues, product manufacturing issues, or in-field failures
- Work with the sales and marketing team to identify appropriate products for specific tenders and deal

Additionally, travel to Gradian's markets (primarily in East Africa) will be required.

The ideal candidate will have great communication skills, be able to work effectively with disparate teams distributed across Gradian's markets. They should be a self-starter, able to dive in and to problem-solve, and be a true team player.

- Travel of up to 10% is required.
- Salary range is \$70,000 to \$90,000 per year

**For Applicants |** The position will be part of the New York-based team (this is an in-person position) and will report to the Vice President of Engineering and Product, and will liaise with Gradian's team located in our global markets, particularly the Service Team. They will function as the Service Team's advocate in the New York office, helping to troubleshoot field issues,

pulling in leaders from other departments as needed (product, operations, training, communications, etc.). They may also be dispatched to any of Gradian's contract manufacturing facilities throughout the world to analyze and troubleshoot manufacturing difficulties.

For those interested in applying to the position, please visit our [LinkedIn page](#).