



## PROFESSIONAL SERVICE SPECIALIST

### Do you love interacting with different people and helping them solve a problem?

Join our Professional Service team who supports customers in using our state of the art software for image analysis in digital diagnostics.

As part of Professional Service, you will demonstrate and teach customers how to use the highly advanced image analysis platform, support customers when technical challenges arise and extend our service offering such as our Visiopharm Academy.

Besides interacting with our customers, you will create new content for the Customer Center platform such as write guides and make videos illustrating workflows.

Throughout the day you will manage various touchpoints and tackle challenges covering different types of analysis our customers need to pursue their goals. You'll become an expert in using our image analysis platform to its fullest capability and always be up-to-date with the new features.

### Your tasks would be;

- Train customers how to use our highly advanced platform through online screen sharing sessions lasting 1-2 hours
- Host Visiopharm Academy courses – typically two full days at Visiopharm
- Diagnose and solve technical support cases – with the help of our development department when needed
- Install our software for customers from your desk in Hørsholm

### Qualifications;

You are driven by customer contact and thrive on finding the solution to a problem. Image analysis is something you have focused on during your educations or previous jobs, and you have a great interest in the possibilities of the technologies.

It will be a great advantage if you come with experience from having taught advanced material. You have an analytical mindset and a pragmatic approach to problem-solving. You deal with customers by using your patience and ability to understand what they need to be a success. Not only are you comfortable working independently, but you can take on tasks proactively as the service team both support and depend on each other.

You can be newly graduated or have a few years of work experience with a similar role.

- Able to work with different software for creating content, register cases, document activities, etc.
- Experience with teaching advanced material to people with little knowledge about the topic
- Fluent in English and Danish (both written and verbal)

### About the team

Professional Services is a small team of 5 people who enjoy close contact with our customers and support each other when things get intense. We love a challenge and enjoy when customers succeed.

### Contact us

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### How to apply

Send an email to [careers@visiopharm.com](mailto:careers@visiopharm.com) with your cover letter and resume.

### About the team

Visiopharm is contributing to find the right cancer treatment for the right patient at the right time (precision medicine).

We do this by offering a suite of software tools for tissue-based cancer diagnostics. These tools are based on digital image analysis, the latest breakthroughs in AI and Deep Learning, combined with a deep understanding of diagnostic workflows in the pathology lab.

Over the past few years, Visiopharm has evolved into a global company with more than 60 people working across 30 countries. The last two years we have doubled in size and we are still growing with high ambitions for the future.

Visiopharm A/S is headquartered in Denmark, DTU Science Park in Hørsholm, and has branch offices in Sweden, UK and a North American office in Broomfield, Colorado.

### Location

You will be working from our HQ in Hørsholm.