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| **Application Specialist - Laboratory** |
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| **Location:** | Beijing, China |
| **Department:** | Implementation |
| **Direct Supervisor:** | Program Manager |
| **Intersystems Overview** |
| InterSystems provides the information engines that power some of the world’s most important applications. In healthcare, finance, government, and other sectors where lives and livelihoods are at stake, InterSystems has been a strategic technology provider since 1978. InterSystems is a privately held company headquartered in Cambridge, Massachusetts (USA), with offices worldwide, and its software products are used daily by millions of people in more than 100 countries. For more information about InterSystems, the Cache database, Ensemble, HealthShare, TrakCare and more, please visit intersystems.com |

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| **Intersystems in China** |

Intersystems China, is the trusted Healthcare IT solution provider for many World-Class hospitals and clinics in China, such as China’s largest foreign-invested hospital, United Family Healthcare and one of China’s most prestige medical institution, Peking Union Medical College Hospital.

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| **Overview of the Role** |
| The Application Specialist (Laboratory) will contribute to the successful and timely deployment of the TrakCare product by providing application knowledge and product delivery services in the functional areas of product implementation, requirements scoping, field design documentation and change request testing. This role will act as a Subject Matter Expert for the laboratory module of our TrakCare Product – Enterprise Lab. The successful individual will have come from a Hospital or Pathology Lab background and have an in-depth knowledge understanding of the workflows within the lab environment and of Laboratory Information Systems.Spending up to 50% of their time working directly from customer sites and other InterSystems offices, the Application Specialist will act as an “expert” lab product resource for customers and will be expected to communicate and prioritize customer requirements to other areas of the business. |

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| **Key Responsibilities of the Role** |
| * Liaise with customers in order to understand the work processes and requirements that are required to be addressed by the TrakCare application, specifically in relation to the lab module of TrakCare.
* Implement the TrakCare application in a manner that will suit the business requirements of the customer and follow the methodologies and processes of InterSystems
* Conduct individual and group training, product demonstrations and workshops as required
* Implement and control change management requests from client
* Deliver successful application implementation phases
* Be a Subject Matter Expert (SME) for TrakCare implementations, specifically in relation to the lab module.
* If required, work with customers to identify potential changes within the parameters of the product
* Other duties may be directed by the Company from time to time.
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| **Skills and Qualifications Required to be Successful in the Role** |

* Understanding and experience with Laboratory Information Systems, Hospital Information, Patient Administration (PAS), and Clinical Information Systems
* Experience working in the laboratory industry, preferably within a hospital or pathology lab.
* Understanding of the importance of Health Informatics standards, reporting requirements and legislative controls
* General aptitude for solving problems and using technology to improve processes
* Understanding and experience in implementation of product solutions
* A solid grasp of computer systems, software development and deployment methodology and computer networking
* An ability to handle multiple tasks simultaneously and within tight time constraints
* Proven ability to think laterally and come up with innovative solutions for software product implementations
* The ability to make independent recommendations for successful software product implementations
* Proven ability to work through problems with different customer groups achieving positive outcomes
* The ability to spend up to 50% of time travelling and working from customer sites and other InterSystems offices