



As a member of the IBA family and acting as a leading player in the field of Quality Assurance in Radiation Therapy and Medical Imaging, IBA Dosimetry continuously innovates solutions that enhance quality and outcome of cancer treatments. Our products are distributed worldwide and we are very proud of our international cultural diversity. Headquartered close to Nuremberg, around 160 employees from over 30 different nations and sharing the same passion for developing product solutions that protect, enhance and save lives.

You see yourself as a professional in your field or talented beginner eager to learn continuously. Team spirit is part of your genes and new challenges boost your motivation.

For our Dosimetry Team, we are looking for a

Customer Support Specialist (f/m) – Medical Devices

Your main responsibilities:

- Support and consult our customers in the application of our products and in physics-related matters
- Put our products into operation in radiation therapy departments on site or by using modern online tools
- Train our customers in the use of our leading QA and dosimetry products and various applications
- Contribute to grow our AI powered knowledge base for customer service
- Create training material for worldwide usage
- Collaborate with customer support colleagues around the globe
- Cooperate with R&D to integrate customer feedback into our innovative new products
- Work closely with Sales to achieve customer satisfaction and business success
- Worldwide travel (approximately 30%)
- Develop your personal technical, interpersonal, and communication skills

Your profile:

- Physicist / Medical Physicist by education or similar
- First professional experience in dosimetry, radiotherapy and medical imaging
- Very good communication skills
- Disposition to work closely with colleagues in a high performance team
- Ability to deal with customers internationally
- Ability for worldwide travel required
- Proactive, independent and results-oriented way of working, with a very strong focus on customer satisfaction
- Passion for new technologies and medical devices
- Good knowledge of MS-Office tools
- Excellent English, German is a plus, additional languages preferred

We believe in young talents! We encourage you as a young talent to apply for this position and to benefit from our extensive development program. We support you in gaining the required expertise with professional training on the job.

IBA offers you a flexible work environment and a competitive compensation package. You have real possibilities to evolve within the organization and to create your own career path, supported by training programs to acquire new skills and ensure they stay sharp. If you see the challenge and excitement to be part of a dynamic international team, please send us your meaningful application.

Please apply directly here: [APPLY HERE FOR CUSTOMER SUPPORT SPECIALIST](#)

For any further questions please feel free to contact Irina Sotirova at Irina.sotirova@iba-group.com or directly via LinkedIn.

What if YOU could help saving lives, with YOUR daily work?