

JOB DESCRIPTION JD-125 v0

Job Title	Clinical Product and Operations Specialist
Reports To	Director of Customer Success
Responsible For	N/A
Purpose	
<p>Blackford is seeking a highly motivated and experienced Clinical Product and Operations Lead (CPOS) to join our dynamic Customer Operations team. In this role, you will provide clinical expertise to support the execution of Blackford’s product offerings throughout all stages of the customer journey, enabling our customers to achieve their desired outcomes through the use of the Blackford platform.</p> <p>As a CPOS, you will play a key role in driving the successful adoption of Blackford’s product portfolio by leveraging expert product knowledge, comprehensive training, and industry-leading clinical (Radiology) workflow expertise. Your efforts will deliver significant value to our customers, helping them achieve specific goals through the implementation of Blackford’s platform and the AI software solutions it supports.</p> <p>Blackford’s product offering includes evaluating clinical AI applications using customers’ local data to ensure accuracy and alignment with their key performance indicators (KPIs). In line with healthcare regulations and the evolving adoption of AI, Blackford also prioritizes post-market surveillance, focusing on monitoring algorithms for potential drift to ensure they remain effective, equitable, and compliant.</p> <p>As a CPOS, you will gain exposure to a wide range of cross-specialty AI applications through collaboration with our partnered vendors. You will also engage directly with the challenges of AI adoption in radiology today. By liaising with customers, vendors, and reviewing best practices and current literature, you will propose and support tailored methodologies for evaluating AI applications to meet customers’ unique needs.</p> <p>Your contributions will help shape the broader data analytics capabilities of the Blackford platform and influence the design of product engineering features to support clinical evaluation and monitoring. This role also provides a collaborative environment where you will work closely with multiple teams, including sales, marketing, product delivery, customer success, product management, and development.</p>	
Responsibilities	
<ul style="list-style-type: none"> • Responsible for relevant clinical input and support to all aspects of Blackford <ul style="list-style-type: none"> ○ Educate all teams how applications fit overall clinical and diagnostic workflow • Quality Assurance & Regulatory Compliance <ul style="list-style-type: none"> ○ Part of Patient Safety Committee; discuss risk score, safety risks, hazards process, risk management, patient safety, data integrity, all related to the Blackford products • Sales <ul style="list-style-type: none"> ○ Supporting pre-sales activities such as providing demonstrations of the Blackford offering 	

- Product / Development
 - Identify and understand new clinical applications (AI-based and other advanced post-processing tools), both individually and in various application categories
 - Influence the evolution of our AI platform to better fit with hospital workflow, and better magnify the benefits of our overall product offering
 - Build and maintain expertise with Blackford's current software offerings and developments in the broader AI market
 - Market research, horizon scanning to inform competitive positioning and strategy from a clinical perspective
 - Provide clinical perspective to platform development (particularly "hazards analysis")
 - Liaise and maintain AI vendor relationships
- Marketing
 - Support the documentation and creation of any marketing collateral or publication which may follow a clinical evaluation.
- Customer Operations
 - Overseeing the creation of new training content and curriculums
 - Reporting and analysis of training results and associated data
 - Facilitate feedback from customers directly through the customer success channels
 - Build and maintain customer relations while maintaining high levels of customer satisfaction
 - Represent Blackford at conferences and trade shows both virtually and in-person.
 - Assist in reporting and interpretation of customer health KPIs
 - Contribute to process creation and refinement within Customer Operations.
 - Assist engineering and deployment teams in conveying the requirements needed for a clinical evaluation
 - Attend customer calls where required, provide consultation and support to the sales team in any queries regarding clinical evaluation
 - Develop, and deliver (where appropriate) clinical application training materials, in conjunction with application suppliers
 - Supporting the development of tender submissions
- Comply with information security requirements as detailed in the Information Security manual

Competencies	
<p>Specialist job related knowledge and/or qualifications</p>	<p>Core skills:</p> <ul style="list-style-type: none"> • PHD or Master’s degree in medical imaging, medical informatics or related field • Medical degree with experience working as a Radiologist (Trainee or above) • Significant proven experience working with medical imaging and informatics technologies and clinical experience in CT, MR, Cardiology and 3D anatomy/pathology • Strong understanding of anatomy, physiology, and medical terminology • Strong understanding of Radiology and associated IT workflows • Familiarity with AI in healthcare • Strong presentation, verbal, and communication skills • Proficiency in MS Office suite; working knowledge of and willingness to learn new technologies & internal software systems such as JIRA • Ability to problem solve, manage complexity and ambiguity <p>Desirable:</p> <ul style="list-style-type: none"> • Experience with (understanding of) medical device requirements in DCB0129, ISO-13485, 21CFR Part 820, ISO-14971 • Experience working in a high-growth or scale-up environment, or ability to recognize and demonstrate the necessary aptitudes • Experience with PACS (Picture Archiving and Communication System) and RIS (Radiology Information System) software • Experience of the US healthcare system
<p>Job related skills / behaviour</p>	<ul style="list-style-type: none"> • Highly adaptable • Ability to work collaboratively in a team-oriented environment • Able to work positively with global stakeholders • Able to work in a fast-paced environment with changing workloads and priorities • Entrepreneurially minded • Self-starter

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| | <ul style="list-style-type: none">• Gravitas to lead, inspire, influence and innovate• Excellent problem solving skills• Excellent communication skills• Ability to support varying levels of travel, with peaks of up to 50% with some responsibilities representing travel. *The global COVID-19 pandemic has had a direct impact on travel requirements as many customers prefer a virtual training approach. As such, (overnight) travel requirements are currently averaging less than 20% |
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