



EMPOWERING BIOFEEDBACK & NEUROFEEDBACK PROFESSIONALS SINCE 1972

Technical Support & Product Specialist

Position Description

Stens Corporation (www.stens-biofeedback.com) believes in the whole person health care approach. In a world that focuses on disease management we believe that improving health and performance is just as important as treating disease. We aim to educate, equip, and nurture professionals who share our passion in integrative health care and optimal performance.

Stens is the leader in supplying high quality educational certificate programs and cutting-edge technology to government, universities, health care systems, and other professionals within the United States and Canada.

Stens is an Equal Opportunity and Affirmative Action Employer. We appreciate and celebrate diversity. All qualified applicants are encouraged to apply.

You must have both technical ability and the capability to clearly and patiently relate to non-technical users.

In this role you will be supporting and advising users on the best use of BioTrace software, Nexus devices, and our online web participant hub.

On a day-to-day basis, you will fulfill a variety of functions, including the following:

- Consultancy. Provide expert-level support and advice to clients and internal teams on best use of the BioTrace software and Nexus Devices.
- Training. Prepare and deliver on-site and in-person training to clients on the BioTrace software, Nexus device use, and advising on best practices.
- Support. Troubleshoot and resolve software and device/sensor issues in a timely manner. Clearly understand and gather all information on all reported issues. Properly document and follow through the resolution to each reported issue. Work with Mind Media Support Engineers and Product Development teams to aid in future developments geared towards the US and Canada trends.
- Installations. Provide on-site and in-person software installation and updates of BioTrace software on client systems.
- Demonstrations. Deliver software and device demonstrations to client prospects, and other pre-sales technical support. This is done at workshops, conferences, etc.

Qualifications

- A minimum a Bachelor's degree (BA, BS) is required *or* relevant experience in a technology related field. Biotechnology and IT support experience preferred.
- Have a working knowledge of technology and an ability to communicate your knowledge to non-technical clients and internal teams (over phone, email and in person).
- Advanced proficiency in PC & MAC as well as windows and IOS to improve efficiencies and provide workarounds to issues. *We will train you to be a Stens Product Specialist.

Abilities Needed to be Successful

- Outgoing, warm, and kind personality.
- Good social and communication skills.

OFFERING EXPERT TRAINING & THE MOST ADVANCED EEG SYSTEMS IN THE WORLD

3020 KERNER BLVD. STE D SAN RAFAEL, CA 94901

P. (415) 455-0111 F. (415) 455-0333



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- Teachability is a very important quality we look for in our team members.
- Detail oriented, and the ability to multi task.
- Enjoy problem solving, finding creative solutions and taking on challenges that require patience, perseverance and pride.
- Are motivated and capable of working under your own steam, by taking ownership of new tasks and projects without waiting to be asked.
- Believe that any job worth doing is worth doing right; remaining focused, considerate and committed regardless of the size of the task.
- Enjoy learning, sharing knowledge with others and are open to different ways of working.

Additional Requirements

- This is a traveling position. You will be required to attend position training/development, workshops, and conferences.
- A full valid, non-restrictive passport and driver's license.
- Full rights to work in the US.
- Fluent in English, bilingual preferred.

Primary Location: US- Remote

Job: Technical Support & Product Specialist

Employee Status: Part Time Hourly Employee with potential for Full Time after 3 months

Shift: Days and Times TBD

Compensation: TBD based on Education and Experience

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