INDEPENDENT X-RAY
QUALITY ASSURANCE

Application Support Specialist, APAC

Remote position, home-based in Malaysia

What we do matters. To patients. To professionals. To us. At RTI, our X-ray quality assurance solutions help hospitals and imaging teams worldwide deliver safe and accurate diagnostic imaging.

Now we're looking for an Application Support Specialist to be our technical expert across selected APAC markets. You won't be working alone: we're hiring an Area Sales Manager for APAC in parallel, who you'll report to and work alongside.

A. About the Role

1. Provide product training and application support to our distributors and their customers across selected APAC markets.
2. Be RTI's technical advisor in the region, keeping up to date with all our solutions and coaching distributors, customers and colleagues.
3. Help customers get the most out of RTI's solutions, before and after the sale.
4. Partner with your new Area Sales Manager from the start as you build the APAC team together.
5. Collaborate closely with our Product Management team at our headquarters in Mölndal, Sweden.

B. Location & Travel

1. Work from home in Malaysia, reporting to our Area Sales Manager for APAC.
2. Regular travel across Southeast Asia, Australia and New Zealand, Taiwan, Hong Kong and Korea to join distributors on customer visits, installations and acceptance testing, train distributor teams and attend trade shows.
3. Occasional trips to Sweden to visit HQ.
4. Flexible hours: plan your schedule while making time to connect with colleagues in Sweden.
5. You must have the right to work in Malaysia and a valid passport.

C. What You'll Be Doing

1. Train each distributor so they can handle installation, acceptance testing, end-user training and first-line support locally.
2. Help distributors resolve issues they can't solve themselves, escalating to Global Technical Support or Service in Sweden when needed.
3. Join distributors on customer installations and acceptance testing and take the lead where a distributor's capability is still being built.
4. Deliver product demonstrations and join the Area Sales Manager in customer meetings, remote calls and technical follow-up.
5. Coach the Area Sales Manager and distributors on the technical side and support tender responses and technical specifications.
6. Prioritise your work together with the Area Sales Manager: this is a commercial support role, not an academic one, and your technical work helps win and protect business.

7. Take part in R&D projects with OEMs, developing test procedures and technical documents for field service, R&D and end-of-line testing.
8. Share field insights and regional training needs with HQ.
9. Keep support cases up to date in JIRA, so colleagues can always pick them up.

D. What We're Looking For

1. A bachelor's degree or higher in medical physics, biomedical, electrical or electronic engineering, or a related field.
2. At least 5 years' experience as a diagnostic imaging medical physicist, X-ray field service engineer or in a comparable technical role.
3. Strong knowledge of X-ray physics and X-ray testing and QA.
4. Regular hands-on use of non-invasive X-ray test meters (any brand) within the last 3 years, measuring parameters such as kVp, dose, HVL, exposure time and mAs in at least two of R/F, CT, mammography and dental.
5. Experience delivering technical training or presentations to engineers, clinical staff or medical physicists.
6. Experience supporting internal and external stakeholders in a technical service, support or clinical physics role.
7. A proven record of solving technical problems on site and remotely, including from descriptions given by non-native English speakers.
8. Business-fluent English, written and spoken.
9. Able to lift and carry demo kits of up to 10 kg.

E. It's a Real Advantage If You Have

1. Board certification or national registration as a diagnostic radiology medical physicist.
2. Hands-on experience with RTI instruments (Piranha, Cobia, Mako) or Ocean Next software.
3. Familiarity with IAEA, AAPM or equivalent X-ray QA protocols, or manufacturer acceptance and performance testing procedures.
4. Exposure to radiotherapy or nuclear medicine QA.
5. Experience in a manufacturer or OEM applications role.
6. Experience running product demonstrations for customers or decision makers.
7. Experience in creating training material or training distributor or partner staff.
8. Experience working from a home office while travelling across a region.
9. An active network of medical physicists, biomedical engineers or field service engineers in APAC.
10. Business-level Mandarin for the Taiwan and Hong Kong markets.

F. About You

1. A self-starter, comfortable working from home with a distant head office and no local peers.
2. Able to manage shifting priorities and your time across a large territory.
3. Analytical and detail-oriented, with sound judgement and a creative approach to solving problems.
4. A clear communicator who can explain complex technical issues simply.
5. Strong interpersonal skills, and you act with integrity.
6. Genuinely interested in the clinical purpose of what we make.

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G. Why Join Us?

1. Be RTI's technical specialist in APAC: the manufacturer's face to customers.
2. Work as a pair with a dedicated Area Sales Manager, building the new APAC team together.
3. A small, specialist company where your field insights go straight to Product Management and R&D at head office.
4. Structured product training, a handover from an experienced predecessor and largely online onboarding at the start.
5. Laptop, phone, demo kit and JIRA access.
6. Competitive base salary plus variable pay, health insurance, travel insurance and business travel expenses, with the full package confirmed at offer.

H. About RTI

RTI is a world leader in X-ray quality assurance, trusted by hospitals, X-ray equipment manufacturers, service providers and authorities worldwide. We introduced the first X-ray QA system in 1982 and have led innovation in testing across all X-ray imaging modalities ever since. Today our product line is led by RTI Mako and Ocean Next, developed and manufactured in Mölndal, Sweden, and sold through nearly 100 distributors worldwide. RTI Mako, our latest X-ray multimeter, has received PTB approval, one of the highest certifications for an X-ray dosimeter.

If you're a medical physicist, X-ray field service engineer or QA specialist who loves sharing your knowledge and wants to work with technology that genuinely matters to patients and medical radiation professionals, we'd love to hear from you, even if you don't tick every box. We're aiming for a start date no later than Q1 2027, so please include your earliest available start date in your application.

RTI Group AB is an Equal Opportunity Employer. Employment decisions are made without regard to race, colour, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability or other characteristics protected by law.

Employment is through RTI's Employer of Record in Malaysia.

You can forward your letter of interest, along with your CV to kristina.maano@rtigroup.com