Clinical Specialist – New York City, New York

Reports to: Regional Operations Manager	Department: Clinical

Summary of Role at ClearPoint Neuro (CLPT):

ClearPoint Neuro, Inc. is looking for a Clinical Specialist that will function within the commercial division of the organization to support cases, product launches, and training for the ClearPoint Neuro navigation product portfolio.

The Clinical Specialist will work closely with Clinical Account Managers and Regional Business managers and use their clinical experience and deep ClearPoint product knowledge to educate, promote, and drive product adoption. This collaborative relationship shall work to assess the technical/clinical needs of the customer and develop a tailored training plan, which will then evolve regularly after ongoing review of the account's progress.

In addition, the Clinical Specialist will play a key role after a successful product launch to support case coverage and to build and maintain strong relationships with physicians, residents, and nursing teams. A dedication to providing excellent customer service and support, addressing inquiries, and resolving issues promptly is crucial to this role.

Location:

(Hybrid) This is a full-time field-based position that requires frequent travel to customer sites, and will be able to visit headquarters as needed.

We are currently looking for personnel in the area of New York City, New York.

Pay Range: $110K-$140K/year

This range reflects the expected base salary for this role. Final compensation will be based on qualifications, experience, and other job-related factors permitted by law.

What We Offer:

- ***Competitive Compensation:*** Attractive salary, benefits package, and performance-based variable compensation.
- ***Meaningful Impact:*** Contribute to projects that make a meaningful difference in patient care and quality of life.
- ***Collaborative Culture:*** Join a team of passionate professionals dedicated to making a difference.

- ***Innovative Environment:*** Work on cutting-edge technology that has a direct impact on improving people's lives and well-being.
- ***Professional Growth:*** Regular training, professional development, close collaboration with colleagues, and opportunities for continuous learning.

About ClearPoint Neuro:

ClearPoint Neuro is dedicated to transforming the treatment of neurological disease by enabling safe, precise, and repeatable delivery of therapies to the brain. Through our platform technology, we support clinicians and scientists worldwide in bringing innovative treatments to patients with serious and often underserved neurological conditions. We are headquartered in San Diego, with manufacturing, office, and laboratory operations across locations in the San Diego and greater San Diego area.

In late 2025, we expanded our platform and capabilities through the acquisition of IRRAS, a company focused on advanced neurocritical care solutions.

This is an exciting time to join ClearPoint Neuro, with meaningful opportunities to contribute across a growing organization and help drive the next chapter of innovation in neurological care.

Responsibilities & Job Functions:

Technical Support:

- Represent ClearPoint Neuro during image-guided surgeries to provide technical support.
- Coordinate, schedule and conduct on-site installations with our customers and sales force.
- Repairs system hardware and software to maximize system performance.
- Installs software and hardware upgrades.
- Performs system preventative maintenance.
- Responsible for documentation at new or existing installations.
- Provides telephone clinical support to customers.
- Fulfills Software and Service Contract obligations.
- Focuses on case support within region, and supports cases outside of region when required.

Customer Support:

- Acts as the primary CLPT customer liaison for repair and technical support issues.
- Provide timely information to the sales team regarding customer concerns, issues, and market opportunities.
- Maintains contact with sites to assess satisfaction and usage levels of products.
- Maintains familiarity with status of calls and issues at customer sites.

- Manages field complaint activity through to full resolution.
- Works with Quality and Regulatory teams to manage field complaint activity through full resolution.

Educational Support:

- Educates and trains physicians and hospital personnel – OR, Radiology, Central Sterile Processing, Biomedical, and Information Technologies – on technical matters relating to our portfolio of surgical products.
- Provides a clinical resource for surgeons, clinicians and other ClearPoint Neuro clinical team members being trained and non-clinical team members.
- Updates customers on tips, shortcuts, and suggestions, as appropriate.
- Participates in in-house sponsored customer training at designated sites.
- Provides training and resources for hospital staff to enable them to conduct training for their personnel (train the trainer).

Sales Support:

- Represents company during surgical evaluations and demonstrations involving ClearPoint products by attending cases and instructing physicians during clinical procedures, as directed by Regional Clinical Operations Manager.
- Introduces and/or demonstrates more complex, new image-guided products and applications to physicians and hospital staff.
- Demonstrates image guided surgery products on the show floor and technical suites during major national surgeon meetings.
- Works as a team member with the Regional Clinical Operations Manager to prioritize customer technical support and service expectation goals.
- Provides potential leads for new products, opportunities, and customers to the sales team that are uncovered during the course of product demonstrations, evaluations, and training.
- Provides input on new product development based on in-field experience.
- Works with sales team members to help maintain desired levels of products on site in preparation for future procedures.

Project Support:

- After completion of training and supporting cases solo for at least 6 months, the Clinical Specialist may be asked to assist in other projects that are going on in the company, while continuing to prioritize case support and providing the highest quality of service to our customers.
- Work with other groups in the company on projects to make sure that things are completed in an efficient, timely manner.

Qualifications:

Experience:

- 2+ years of experience working in neuro navigation and/or LITT.
- 2+ years of experience working in a clinical setting, with knowledge of how to effectively work in this environment with a surgical team.

Education:

- B.S. Required. PhD. or M.S. focused on medical, life sciences, or engineering.

Minimum Requirements:

- Ability (or actively training) to cover the following types of procedures: DBS, Biopsy, LITT, Drug delivery (clinical and pre-clinical).
- Ability (or actively training) to support the following ClearPoint Neuro products: SmartFrame, Array, Prism, SmartFrame OR, Orchestra.
- Effective communication skills when interacting with ClearPoint team members and surgical team members.
- Desire to continually learn and contribute to the growth of the company.
- Work closely with the sales team to drive customer success and incremental revenue.
- Demonstrates leadership skills, as well as a focus on critical thinking, teamwork and time management.
- Excellent computer skills and technical aptitude.

Other Training and Certifications:

- N/A

Contact: akeenan@clearpointneuro.com to apply