



About MRI Online

MRI Online partners with proven educators to create the best training experiences for radiologists in every stage of their career. We are a devoted team of producers, editors, illustrators, designers, engineers and radiologists building innovative training experiences that reflect radiologists' needs for accuracy, productivity and personal mastery.

MRI Online offers an online, highly interactive educational platform for continuing education credits to thousands of doctors in over 70 countries. We are in growth mode and well-funded. Our passion for technology, innovation and educational excellence drives our success. Self-starters who love solving hard problems and a fast-paced, collaborative work environment will thrive here. Our offices are located in Over-the-Rhine, Cincinnati, OH. Join us on our mission to bring mastery-level reading skills to every radiologist.

About the Role

MRI Online is seeking a hard working, motivated and analytical recent college graduate to join MRI Online as a Project Manager. You will support MRI Online's faculty, customers and internal team-members in the use and continued improvement of the MRI Online platform. This is a client-facing position that requires strong communication skills, problem-solving skills, attention to detail and a great can-do attitude.

Responsibilities:

- First line product support and troubleshooting for customers using MRI Online Image Transfer
- Escalation support for customers using the MRI Online Learning Management System
- Document existing workflows, build training materials (PDFs, videos)
- Identify problems, find solutions and clearly escalate high priority issues to leadership
- Collaborate with software developers, external vendors to improve existing operations, workflows and processes

Requirements:

- College degree, preferably in a technical or analytical field (e.g. engineering, computer sciences, IT, math, economics, etc.)
- Created process documentation, workflow diagrams
- A passion for technology, business, and innovation
- Tech-savvy; able to pick up new technology skills quickly
- Thrives in a collaborative, fast-paced work environment
- Strong communication, organizational skills
- 1-3 years of work experience

This is a great learning opportunity for an ambitious recent college graduate looking for a career in operations, technology, account management and general management. This person will develop deep expertise in operations, account services, scaling new technologies and highly advanced medical imaging. This person will also have numerous opportunities for growth within the company.