

# VACANCY

**Job title :** Technical Support Executive

**Location:** Camberley (Microgen)

## **Job Summary**

The main purpose of this role is to support the Company's products from a technical aspect. This will be either discussing technical issues with customers or distributors directly or responding in writing.

It will also require laboratory time to evaluate new products, protocols and troubleshooting technical issues if needed.

The role is also responsible for the upkeep of technical documents and software such as the Identification database. This responsibility also covers the preparation of technical 'Sales' documents. For example, preparation of sale pieces prior to the launch of a new product.

Reporting into the Market Manager this individual will be heavily involved in many aspects of the Companies marketing activities, so a high degree of flexibility is need for this exciting role.

## **Main duties and responsibilities**

- Provide expert technical support to Microgen Bioproduct's customers
- Prepare 'Technical' Sales and Marketing pieces as required
- Write technical documents to support the company's products such as IFUs
- Evaluate new products either through desk top research or laboratory experiments
- Maintain technical files and software such as the Microbial Identification software
- Work closely with colleagues in RA/QA to ensure registration and other regulatory topics are handled effectively
- Provide regular progress reports on assigned projects.
- Provide training on Microgen Bioproduct's products when required to internal or external customers
- Attend conferences, exhibitions and customer sites as required
- Support Sales & Marketing and other customer facing activities.

## **Qualifications and experience required**

### **Essential**

- Candidates should have as a minimum, a bachelor's degree in a related field
- Previous Microbiology knowledge and hands-on experience is a must.
- Valuable clinical samples will be handled frequently so strong laboratory experience and confidence is essential.
- The ability to work well within a team and have strong written and verbal communication skills is critical.



- Excellent organizational skills and outstanding attention to detail are required for this role.
- Strong interpersonal skills
- Willing and able to travel within the UK and overseas

Desirable

- Experience of working within a quality system is highly advantageous, particularly ISO 13485 & ISO 9001.
- Previous experience in scientific product development or/and evaluation.
- Ability to trouble shoot complex issues
- Experience handling Hazard Group 2 organisms in a Category 2 Laboratory would be of interest.
- Sales and Marketing experience (or exposure)

Hours of Work	37.5 hours per week
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For further information or to apply for this vacancy please e-mail Kay Campbell, HR [kay.campbell@novacyt.com](mailto:kay.campbell@novacyt.com)