

# VACANCY

**Job title :** Field Application Specialist – (Fixed Term 12 Months) – 8 Vacancies  
**Location:** Field - Based

**Job Summary**

To facilitate technical solutions for Primerdesigns customer base demonstrating the value of the Company’s technology and driving sales through effective technical interactions and supporting customers in the field as they develop.

The employee will be part of the Technical Support Team (field based) and function independently or with the Technical Support Lead and relevant departments at Primerdesign and Novacyt as a whole, to deliver a solution for the customer in a timely manner. A high degree of technical competence will be utilised in this role.

**Main duties and responsibilities**

- Manage and resolve Technical Support Enquiries (TSE) received from their territory.
- To be the main point of contact for the customer with TSE including initial contact through to delivering the solution.
- The provision of expert technical support and problem solving for customers and key accounts.
- Coordinate and perform customer site trainings and demonstrations
- Identify, document and communicate customer complaints and concerns to management.
- Contribute to white papers and documentation with the goal of expanding support content.
- Updating and maintaining territories TSEs through the PD CRM with monthly reporting of TSE from own territory.
- Liaising with various departments to deliver the solution in a timely manner.
- Help achieve the company goals for revenue and profit per annum through customer retention and development
- Customer facing activities 60% of time or greater.

**Qualifications and experience required**

- Relevant field PhD qualification (not essential but highly desirable)
- 2 years minimum relevant lab experience (essential)
- BSc Hons (or equivalent) in relevant science (essential)
- Experience in a customer interaction role by email, phone and in person (essential)
- High level of molecular biology (PCR/qPCR) technical competence (essential)
- Knowledge of PD product range (desirable not essential)

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| 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)