

VACANCY

Job title: Technical Support Specialist

Location: Camberley, (Microgen)

Job Summary

The main purpose of this role is to handle customer complaints for Microgen Bioproducts and Lab21 Healthcare. It will require laboratory time to troubleshoot technical issues as needed and accurate completion of customer complaint documentation and reports.

Main duties and responsibilities

- Provide technical support to Microgen Bioproduct's and Lab21 Healthcare customers
- Log and complete designated customer complaint forms and documentation
- Provide regular updates relating to the progress of complaints
- Provide feedback to Customer Service department and/or the distribution/customer that has raised the complaint

Qualifications and experience required

Essential

- Candidate should have a bachelor's degree in a related field
- Previous Microbiology knowledge and hands-on experience of handling Hazard Group 2 organisms in a Category 2 Laboratory is required
- Experience of working within a quality system (particularly ISO 13485)
- The ability to work well within a team and have strong written and verbal communication skills is critical
- Excellent organisational 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

- Ability to trouble shoot complex issues
- Previous experience in handling customer complaints

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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 recruitment@novacyt.com