

VACANCY

Job title: Technical Support Specialist

Location: Southampton

We are Novacyt, a rapidly growing diagnostics group specialising in infectious diseases. We have a number of successful brands and serve a large global customer base, from hospitals to large corporates.

Primerdesign, part of the Novacyt Group, is a leading provider of RT PCR solutions. We have thousands of happy customers based across the globe and have a real ambition to drive our business forward and achieve even more. We have delivered exceptional products to combat formidable challenges. We developed the world's first swine flu detection kit, played an important part in uncovering the UK's horse meat scandal and are currently producing high-performing detection kits to support the fight against COVID-19.

We're now looking for a Technical Support Specialist to join our team on a full-time basis working 37.5 hours per week.

Job Summary

The Technical Support Specialist will facilitate technical solutions for Primerdesign (PD) customers. The employee will be part of the Tech Support Team and function independently or with relevant departments at PD, and Novacyt as a whole, to deliver a solution for the customer in a timely manner. A high degree of technical competence will be utilized in this role. The employee will be the conduit for all customer Tech Support cases coming in and solutions going out of PD with expectations to log, track and maintain on going cases using the PD CRM.

The role must support customers in many different industries including academia, clinical diagnostics, research, healthcare, food industry and the veterinary industry with global responsibility.

Main duties and responsibilities

- Manage and resolve Tech Support Enquiries (TSE) received by PD
- 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 the manufacturing team
- Keeping up to date with the latest technological advancements in the field
- Serve as a scientific consultant during client visits (if required)
- Presentation of TSE reports to management and trend analysis to identify product failures
- Updating and maintaining all TSEs through the PD CRM
- Monthly reporting of TSE for internal circulation
- Liaising with various departments in PD to deliver the solution in a timely manner
- To achieve KPI for the role
- To reduce burden of global TSE currently on Customer Care, Sales and R&D

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 PCR and qPCR technical competence (essential)
- Knowledge of PD product range (desirable not essential)

The Benefits

- Competitive salary
- 25 days' annual leave
- Ability to buy and sell annual leave
- Cycle to work scheme
- Refer a friend scheme
- Life assurance
- Private medical insurance
- Group pension scheme

It's an exciting time to join our team as we are making huge leaps in the fight against COVID-19 and have recently been awarded a Breakthrough of the Year award at the European Mediscience Awards 2020. We are the best in the world at what we do. If you are looking to learn, grow and succeed as part of a passionate team who are eager to make a difference, we want to hear from you.

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