

# JOB VACANCY

**Job title :** International Applications Specialist

**Location:** Home Based in Europe

**Closing date :** 9 June 2017

**Job Summary**

- Provide technical, applications and cytology support to distributors and end users.
- Provide Installation support and training for distributors and end users.
- Production of technical and support documentation.
- Assist with product development and improvements.
- Deliver high quality and professional customer service.
- Encourage best practice and optimal use of NOVAprep systems.
- Support the commercial teams with tender responses, customer demonstrations and technical expertise
- Check and prepare Instruments prior to shipment and installation.

**Main duties and responsibilities:**

**1. Technical support and training**

- When required provide advice on cytology, sample preparation and processing in accordance with NOVAprep documentation.
- Perform site surveys, installation and commissioning of systems in accordance with NOVAprep documentation and procedures.
- Provide both on-site and telephone/remote support to distributors and end users.
- Work with distributors and customers to optimise workflow on NOVAprep systems and encourage best practice.
- Perform technical, applications and cytology training courses using approved NOVAprep documentation to distributors, end customers and colleagues as required – this can be office based or on site

**2. Customer relationship management/Customer focus**

- Establish and develop a relationship with customers which enhances the reputation and professionalism of Novacyt
- When required, to be willing to work unsociable and irregular hours.
- Willing to travel worldwide on a regular basis to support distributors and customers

**3. Technical product management and sales support**

- Timely dissemination of technical information to support colleagues, distributors and customer (product alert, update or bulletin)
- Roll-out of software and / or hardware upgrades in conjunction with QA/RA or business requirements

**Qualifications and experience required**

- Experience in medical diagnostics/laboratory medicine
- Relevant Science degree
- Fluent English
- IT/Computer skills
- Strong Communication/Interpersonal skills
- Troubleshooting skills
- Presentation skills
- Commercial awareness and acumen

<b>Hours of Work</b>	37.5 per week
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To apply for this vacancy please send your application to Wendy Karban, Group HR Manager, [wendy.karban@novacyt.co.uk](mailto:wendy.karban@novacyt.co.uk)