

## VACANCY

**Job title:** Field Application Specialist – 2 Vacancies

**Location:** Leeds and Swindon

**Job Summary**

To facilitate technical solutions for Primerdesign's (PD) 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, working alongside their TAM in the sales team.

The employee will be part of the Tech Support Team (field based) and function independently or with the Tech Support Lead/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 in direct contact with NHS accounts throughout their territory with expectations to log, track and maintain on going tech supports using the PD CRM (Salesforce).

FAS will be expected to act as VOC internally and assist/direct marketing materials/collateral generation to assist in PD achieving it's FY targets and goals

**Main duties and responsibilities**

- Manage and resolve Tech 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 in PD to deliver the solution in a timely manner
- Achieve KPI for the role
- 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)

**Please ensure that you notify your current manager that you are applying for an Internal position.**

Hours of Work

37.5 hours per week

For further information or to apply for this vacancy please email HR, [recruitment@novacyt.com](mailto:recruitment@novacyt.com)