

VACANCY

Job title: Field Application Specialist

Location: 1x Manchester, 1x London and 1x Bristol/Bath – Field-based

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 3 Field Application Specialists to join our team on a full-time basis working 37.5 hours per week.

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 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, Private and Distribution 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 its 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/on site activities 60% of time or greater. Overnight stays as required

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)

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