

Job Specification

<i>Job Title</i>	Technical Support Scientist for Clinical Microbiology/ Molecular Biology
<i>Position reports to</i>	Technical Support Manager
<i>Purpose of Job</i>	Provide Technical customer support for microbiology/ molecular products
<i>Main Duties & Responsibilities</i>	<ul style="list-style-type: none"> • Provide timely technical support to customers and distributors on all aspects of products in your specialist area • Provide timely technical support to customers and distributors to ensure maintenance of clinical service at user sites. • Provide technical support to Application scientists to ensure delivery of successful clinical trials and maintenance of clinical service at user sites. • Work with Service Manager to maintain and manage all equipment requirements (installation/service/interface) at user sites and ongoing equipment requirements • Documentation and curation of all technical support data in accordance with the companies quality system • Provide and set up training to new end users on all aspects of use on existing and new equipment/products • Work with Quality Manager, Technical Support Manager, R& D manager and Business Unit Manager to ensure all technical sites, IFU and FDA documentation relating to the products are up to date and maintained in accordance with the companies quality system. • Prepare and complete tenders in specialist area in a knowledgeable, concise and timely fashion • Review, respond and action work emails on a daily basis • Log, follow up, and close off any leads that may be passed on or come to your attention • Implement and maintain quality standards (ISO etc) • Work closely with colleagues in the field to manage and maintain customer loyalty and confidence • Work with Finance department to drive down costs continuously • The post holder is required to carry out any other duties as are within the scope, spirit and purpose of the job as requested by the manager/supervisor
<i>Special working conditions</i>	
<i>General Requirements</i>	<ul style="list-style-type: none"> • As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder. • The post holder is required to carryout any other duties as are within the scope, spirit and purpose of the job as requested by the manager / supervisor. • The post holder will actively follow the company policies. • The post holder will maintain an awareness and observation of Health & Safety Legislation & Regulations

Essential Criteria

Professional Qualification:
BSc (Life Science/ Biomedical) or equivalent
Good command of English language (written & verbal)
Excellent PC skills
Excellent customer service and problem solving skills
Self-motivated and enthusiastic worker
Excellent interpersonal skills
Effective team worker
Ability to produce results under pressure
Must be able to work in a fast paced environment
Must be able to travel occasionally in Ireland, UK and overseas including overnight absences
Flexible attitude in carrying out different types of work
Prepared to learn new skills
Personal work planning and organisational skills
Full clean driving license

Desirable Criteria

Molecular Microbiology Degree
Experience working in a technical support role