

Position IM00394 - Job Description

Technical Support and Product Specialist. We are looking for a technical support and product specialist to join our team in Trento, Italy. As part of our tech support team you will be responsible for the first line technical support of our global customer base via phone, E-Mail and remote support tools. At the junction to our global customer network you will provide essential and critical feedback about our products, customer applications and new scientific developments to the marketing and product management team. Finally using the power of social media you will engage with scientists all over the world and increase visibility of Immagina's cutting edge technology. You will join a hands on, highly enthusiastic team constantly driving for innovation in advancing science and health care.

Essential. What We're Looking For...

- Self-motivated and energetic personality with strong communication skills
- Independent creative thinker capable of translating complex technical tasks into easy to understand messages
- Strong capability of seeking solutions and mentality driving projects to result
- Ability to communicate effectively in speech and writing in English and at least one other major European language
- Strong customer focus
- Passion for social media and communication
- Passion to work in a team and collaborate in cross functional manner
- Strong personal values of integrity, respect and honesty
- First line technical support to our global customer according to high standards to maximize customer satisfaction
- Feedback to marketing/ product managers
- In alignment with product management develop technical documents, protocols, and SOPs support the sales and marketing teams in customer interactions e.g. with customer facing presentation or technical discussions
- Work with management and team on implementation of SOP following a Quality Management System
- Defining and documenting clear written specifications and work instructions to ensure effective and efficient product assembly and test
- Contributing to driving continuous improvement of the products/technologies
- Any other duties as might be required within the remit and responsibilities of the post.

Education/Qualifications

- A degree in Life Sciences (preferential molecular biology, biochemistry), PhD is beneficial
- At least 1 year of lab experience with a proven record in genomics, preferentially in RNA biology

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Please note that no terminology in this advert is intended to discriminate on the grounds of a person's gender, marital status, race, religion, colour, age, disability or sexual orientation. Every candidate will be assessed only in accordance with their merits, qualifications and abilities to perform the duties of the job.

Contract type

- 1 year – renewable
- Attractive salary
- Working in a fast growing and innovative biotech start up with a cutting edge technology
- Being part of a young and dynamic team of scientists in an inspiring atmosphere
- Living in Trento, the heart of Trentino and the dolomites

About Us

IMMAGINA Biotechnology has been operating since 2016 as a research-driven SME business operating in the sector of Genomics, Proteomics, and Enabling Technology.

As *The ribosome company* we develop sophisticated tools to capture ribosomes in an active state and characterize their components. Our unique technologies are first-in-class systems allowing for simultaneous measurement of newly synthesized proteins and the RNA template from which they are produced, and delivering the highest level of correlation between gene expression and the proteome. The present platform includes IP covering our technologies and dedicated to research-use-only (RUO) products with the potential to accelerate the path toward the discovery of novel therapeutic strategies in cancer, other human diseases, and congenital disorders. IMMAGINA is currently expanding its diagnostic branch. IMMAGINA is expected to fully underpin the immense diagnostic potential of a recently developed product portfolio for better decisions in precision medicine and better health.