

Immagine Biotechnology

Job Description

- Date:** May 11, 2022
- Job Title:** Technical Support and Product Specialist (ID: TCH110522)
- Job Category:** 1-year contract with option to permanent employment
with immediate effect

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 Immagine'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/Qualificatis

- 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

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.

What to expect:

- Attractive salary and benefits package
- Working in a fast growing and innovative biotech start up
- Being part of an inspiring atmosphere with a young and dynamic team of scientists
- Living in Trento, the heart of Trentino and the dolomites

About Us

IMMAGINA Biotechnology has been operating since 2014 as a research-driven SME business operating in the sector of Genomics, Proteomics, and Enabling Technology. We develop sophisticated

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tools to capture ribosomes in an active state and characterize their components. Our technologies allow for simultaneous measurement of newly synthesized proteins and their corresponding RNA templates and deliver the highest level of correlation between gene expression and the proteome. 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. Our mission is to empower scientists to discover the mechanism of translational control involved in many diseases, with the main focus on ribosomes. We aim to bring to the market breakthrough solutions to solve scientists' and patients' needs. We can do that thanks to a hybrid business model that embraces both business and sales expansion and a strong clinical diagnostic development

Application:

To apply for this position, please send your detailed CV and a cover letter to info@immaginabiotech.com