

## SM054 – European Technical Support Specialist

ACON Laboratories, a leading global manufacturer of Point of Care (POCT) devices and reagents in the fields of Diabetes management, Cardiac Risk Assessment, Urine Analysis and Biochemistry Tests. Due to successful strategies and continued growth we are now recruiting for a European Technical Support Specialist to join our European team.

Primary responsibilities include providing first line technical and applications support to our customers, distributors and sales teams via telephone, email and direct, on-site support, as necessary.

The successful candidate will also provide customer product training and communicate directly with ACON International Technical Support teams, Product Management, RA and QA departments in the USA to resolve technical issues from distributors and customers.

The ideal individual will possess a degree in a Life Science discipline or equivalent and have a strong background in the IVD industry. They should also demonstrate excellent troubleshooting skills, experience in POCT products and Biochemistry.

The role offers the chance to join a market leading company with a strong installed and loyal customer base. We offer full product training, a supportive, friendly and positive working environment.

This is a home-based position located in Europe with European travel to customer sites and encompasses a broad range of IVD products (POCT devices, Diabetes, Cardiac risk assessment and biochemistry). As a member of a small and dynamic European team excellent communication and interpersonal skills are essential. You will also receive a competitive basic salary and benefits.

### **Key Responsibilities**

- Provide Technical Support Services for customers and distributors in Europe;
- Trouble shooting and hotline support, product application advice via telephone, email and on-site visits, as required;
- Organise and manage customer product training, at the customer site;
- Provide technical support to ACON sales staff as required;
- Liaise directly with ACON Technical Support Teams, R&D and departments in the USA;
- Maintain accurate records and documentation of calls and technical issues for regulatory compliance;
- Assist in developing and implementation of plans to improve technical services and capabilities;
- Effectively communicate competitive information and additional sales opportunities to marketing and field sales team. Provide feedback to various internal departments on product performance and product improvements;
- Collaborate with other internal departments including RA, QA, Marketing and Manufacturing teams;
- Strive to increase customer satisfaction; and
- Ensure products and services provided by ACON comply with European IVD directives and regulations.

### **Qualifications, knowledge and experience**

- A degree in a relevant Life Science subject such as biochemistry;
- Minimum of 5 years' experience working within the IVD, diagnostic sector, experience with POCT devices and reagents is a plus;
- Experience or work in a similar technical support role;
- An understanding of European IVD directives and IVD regulations;
- Excellent communication, verbal, presentation and written communication skills;
- Excellent analytical and problem-solving skills;
- Ability to multitask, work independently but also thrive in a small dynamic team environment (a team player);
- Ability to learn, troubleshoot;
- Proven strong commitment to customer service and satisfaction and are diligent, process oriented and well organized;
- Ability to prioritize multiple high priority activities (tech support calls, training, travel and other group needs) and establish realistic schedules to meet requirements;
- Ability to travel, up to 30% of the time, for business;
- Advanced computer skills required, including MS Windows, MS Word, and MS Excel and;
- Must be fluent in English. Fluency in any other European languages, a plus.

We invite you to consider a career with ACON Labs.

Please reference job code **SM054** in the subject line of the email along with your name in the following format (**Example: SM054 - Last name, First name**).