

JOB DESCRIPTION

Job Title:	Technical Services Specialist, Supervisor
Position Objective:	<p>The Technical Services Specialist, Supervisor as a member of Technical Services team will provide high quality service support and directs the daily activities of Technical Services Specialists. The supervisor will be the liaison between Technical Services and Quality, Regulatory, and Manufacturing departments to ensure compliance of FDA, ISO, and corresponding requirements. Core responsibilities include evaluation of inquiries, and being the leader to investigate, resolve, and document customer complaints in a timely manner. Coordination with Field Service Engineers and Field Application Scientists to serve customers professionally is expected.</p>
Essential Functions:	<ul style="list-style-type: none"> • Supervise daily events of the Technical Services Call Center and Technical Services Specialists activities. • Diligently answer and document customer inquiries and complaints. • Leads and conducts customer complaint investigation and resolve issues in a timely manner. • Provide prompt and thorough follow-ups with customer after service call. • Provide investigation reports to all appropriate parties. • Work diligently with QA and Regulatory departments to close complaints and CAPA issues thoroughly. • Conduct Call Center service tracking and metrics analysis. • Coordinate and schedule with Field Service Engineers and Field Application Scientists in advance to successfully and efficiently prepare for on-site system installation, repair, and product training. • Produce and develop procedural documentation. • Provide training to internal personnel of new products. • Interact with Product Development, Manufacturing, Marketing, Customer Service, and Sales departments to provide customer feedback for product improvement. • Ensure high quality service is provided to both external and internal customers for continued success and satisfaction. • Manage and maintain proper service and complaint records diligently. • Exceptionally organized to prioritize multiple tasks efficiently. • Perform other related duties as required and/or assigned.
Education:	B.S. or Masters degree in the field of Biological Science, Microbiology, Molecular Biology, Biochemistry, Chemistry, or equivalent.
Experience/Requirements:	<ul style="list-style-type: none"> • At least 5 years of experience in Technical Services. • Previous work experience with an IVD company or clinical lab at a supervisory level highly preferred. • Extensive training and hands-on experience in a clinical laboratory environment working with molecular and/or immuno diagnostic assays preferred. • Must have strong experience in troubleshooting IVD molecular diagnostics and/or immunoassays on multiple instrument platforms such that complaint investigation will be conducted efficiently and thoroughly. • Expertise with automated liquid handling robots, PCR thermal cyclers, and/or optical detection systems is greatly desirable. • Must be detail-oriented to analyze and troubleshoot complex system level issues effectively. • Demonstrates a sense of urgency, perseverance, integrity, and a positive will-do character.

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	<ul style="list-style-type: none">• Must be able to collaborate with others in a team-oriented environment.• Must demonstrate excellent written and verbal communication skills.• Computer software skills required: MS Office Suite. Complaint handling, CRM, ERP, and appropriate software skills also required.• Valid Driver's License with safe driving record is required.• Occasional travel may be required.
Working Conditions:	<ul style="list-style-type: none">• Must be able to safely lift, push, and pull up to 50 pounds with assistance.• Must be capable to bend, squat, stretch, and reach when performing service and repair work.
Note:	Apply to: biz-development(at)apbiocode(dot)com with the job title in the subject line.