



Field Support Scientist Europe

BioBanks – Pharma – Biotech - Academic

BOUT PROMEGA:

With a portfolio of more than 2,500 products covering the fields of genomics, protein analysis and expression, cellular analysis, drug discovery and genetic identity, Promega is a global leader in providing innovative solutions and technical support to life scientists in academic, industrial and government settings.

Promega products are used by life scientists who are asking fundamental questions about biological processes as well as by scientists who are applying scientific knowledge to diagnose and treat diseases, discover new therapeutics, and use genetics and DNA testing for human identification.

We are expanding our European sales team with a Field Support Scientist.

FOCUS:

Position will support global business units from a European sales and technical support standpoint. Ideal candidates will have experience in a pharmaceutical or biotechnology setting using automated liquid handlers, nucleic acid purification, performing compound screening, and cell culture. Experience adapting multiple automation platforms, writing automated scripts for nucleic acid purification is required. Candidate will work out of Home. Preferably near a major Airport.

JOB OBJECTIVE:

The primary duty is to conduct instrument and/or reagent demonstrations and implement Promega-qualified automated solutions in the customer laboratories while being recognized as the “technical product expert” for automation applications at <http://www.promega.de/products/pm/biobanking/> as well as <http://www.promega.com/automethods/> and related applications as approved by Promega. Provide technical advice, troubleshoot and recommend products and solutions. Additionally, the Field Support Scientist will be responsible for conducting application experiments and documenting outcomes.

ESSENTIAL DUTIES:

1. Demo, test, conduct and implement Promega approved automated solutions, automated script writing &/or reagent demonstrations in the customer laboratories while being recognized as the “technical product expert” for the system and related applications. Help drive success and efficiencies of the selling process in conjunction with local sales person. Provide technical advice, troubleshoot and provide product recommendations and solutions. Support the development of top priority automated solutions.
2. Partner with sales staff to answer questions regarding Promega products and technologies. Partner with corporate Technical Service to report customer feedback, report incidents and to collaborate to address customer inquiries. Provide pre- and post-sale support as needed. Will be responsible for presenting commercial materials around products and services.
3. Work cooperatively with Promega Sales, Technical Support and Marketing colleagues to coordinate and schedule in field demonstrations, and actively provide feedback regarding customer requirements, demo success, general product improvements and customer perceptions of competitor product offerings and how Promega products compare. Proactively engage with customers and sales person, etc., in demos and meetings to refine existing and future products and services in conjunction with the commercial team. Provide feedback in a regular and impactful way.
4. Perform application experiments on Promega products as assigned based on customer inquiries/concerns and corporate need with a core focus on automation instrumentation, reagents, applications and sample types. Generate laboratory data that contributes to the understanding of the technical challenges and benefits



associated with reagents, instrumentation and integration. Maintain clear and complete records of laboratory procedures and communicate results.

5. Work cooperatively and effectively with Promega departments, Branches and staff as required to support improvements in the design, application, sales and support of Promega products and processes.
6. Keep abreast of new technologies and stay current in technical knowledge in order to provide recommendations and troubleshoot technical questions from customers. Provide information to customers in a positive and professional manner.
7. Understands and complies with ethical, legal and regulatory requirements applicable to our business.

OCCASIONAL DUTIES:

1. Attend meetings and seminars and support Promega Marketing and Sales by presenting seminars, assisting with tradeshow activities and related.
2. Evaluate, validate and comment on products and related protocols in new product development as defined by the design control aspect of our quality system. Provide feedback to product teams as an internal field test when necessary.
3. Participate in corporate cross-functional teams by providing customer feedback and reporting product related information to help with new product development and marketing campaign activities.
4. Provide product training to customers as well as existing and newly hired employees as needed.

SPECIFIC JOB RELATED SKILLS AND RESPONSIBILITIES:

1. Automation skills, which require script generation/optimization from manual methods to automated platforms while supporting automated standard solutions.
2. Comfortable with giving presentations and speaking in front of large audiences with the ability to think quickly to effectively address customer questions.
3. Technical competency with the ability to stay current in technical knowledge as related to Promega products and related applications.
4. Customer service skills with a dedication to customer support.
5. Ability and willingness to maintain a travel schedule up to 75%, occasionally on short notice.
6. Excellent problem-solving skills.
7. Well organized and able to prioritize workload and schedule, manage multiple projects, meet aggressive deadlines and work in an environment with frequent interruptions and changing priorities.



MANDATORY QUALIFICATIONS:

1. BS/MS/PhD degree in molecular biology, cell biology, protein biochemistry or related life science area.
2. Minimum 6 years “at the bench” lab experience and proven knowledge and understanding of core applications in molecular biology, cell biology, protein biochemistry in a life science, pharmaceutical, or clinical setting. Instrumentation and integrated solutions experience.
3. Ability to discuss fundamentals, principles and technical theory of experimental design, techniques and results in a concise and professional manner.
4. Excellent verbal and written communication skills; fluent in at least 2 European languages. Communicate with customers and staff via telephone, email and in person. Can write instructions and reports.
5. Computer experience using programs including, but not limited to, Windows, Word, Excel and PowerPoint. In addition, ability to learn and use new programs as needed. Experience with internet technology also desirable.
6. Experience with handling biological samples, some of which may be potentially infectious samples. Understanding of appropriate biosafety techniques.
7. Must possess a valid driver's license.
8. Experience using laboratory equipment and robotic platforms.
9. Ability to create and deliver technical presentations, seminars and support materials for demonstrations and general product support. Previous teaching or technical training a plus.
10. Proven ability to lead and contribute intellectually to team-directed, multi-disciplinary projects.
11. Proven conflict resolution and negotiation skills.
12. Prior experience in a position requiring customer interaction and product support within the life science and pharmaceutical or clinical industry (Technical Service, Sales, Marketing, Product Management, etc).
13. Deep customer knowledge and relationships with thought leaders.

PHYSICAL REQUIREMENTS:

1. Ability to use standard laboratory equipment.
 2. Ability to wear safety equipment and follow safety guidelines while in the laboratory.
 3. Ability to lift and move packages weighing up to 30 kg required.
 4. Ability to stand for extended periods of time.
 5. Ability to drive.
 6. Ability to travel both domestically and internationally as needed.
- Promega Corporation is an Affirmative Action/Equal Opportunity Employer.

HOW TO APPLY

Please send your application electronically to the attention of Patrick Van de Velde and Derek McCall at email address beneno@promega.com not later than April 15th