

## Technical Support Specialist

### Summary of Duties/Responsibilities:

- Familiarity with a variety of the RNAi and qPCR related concepts, practices and procedures
- Interact with existing and potential customers who request technical information via phone and e-mail on a daily basis
  - Provide guidance for molecular biology reagents for RNAi, qPCR and RNA-related products, consumables and instrumentation
  - Address inquiries regarding product handling and experimental procedures
  - Troubleshoot product use and provide recommendations and/or resolutions
- Provide technical support to Sales and Marketing staff
- Interact with Manufacturing, Chemistry, Biology R&D and Product Management teams as part of the troubleshooting process
- Implement best practices developed to improve the customer experience, and leverage metrics to gauge performance
- Assist in preparing technical documentation for molecular biological techniques including RNAi, vector-based technologies, qPCR and gene expression
- Assist in developing, writing and implementing training and resource manuals for in-house technical support and sales staff
- Attend 1-2 conferences per year, representing the Genomics portfolio
- Other related tasks as assigned

### Minimum Requirements/Qualifications:

- MS in Molecular Biology, Cellular Biology, Biochemistry or Chemistry; or equivalent experience; PhD preferred
- 2 – 4 years of graduate-level experience in a life science discipline
- Experience in molecular biological techniques and concepts using siRNA, shRNA, miRNA and PCR/qPCR for life science research
- 2 – 5 years experience in a laboratory environment
- Experience with sound scientific principles and good experimental design

### Additional Desired Qualifications:

- Excellent verbal and written communication skills
- Excellent organizational and analytical skills
- Excellent computer skills and familiarity with - MS Office Suite, ChemDraw and Adobe Acrobat
- A wide degree of creativity and latitude
- Desire to build customer allegiance even in the face of challenges - remain courteous, attentive, responsive and solutions focused and overcome obstacles
- Drive continuous learning and portrays integrity, intensity, innovation and involvement in all tasks/projects

*NOTE: Relocation assistance not available for this position*