

Role

Department: Customer Solutions
Reporting to: Director, Customer Solutions
Closing Date: Resumes will be reviewed as received; interviews scheduled accordingly.
Work Location: Germany, the Netherlands, Switzerland or Belgium (home office set-up)
**Applicants must have valid work authorization; the ability to travel cross-border is also required.*

Position Overview

The Field Applications Specialist (FAS) will draw on their in-depth technical knowledge of GenoLogics' software solutions and scientific workflows to provide hands-on subject matter expertise to support the pre and post sales effort. Playing a critical role in advancing deals through the sales process, the FAS develops relationships with customers to conduct requirements analysis. This leads to the development and delivery of a custom solution definition and demonstration; and ideally, a "win" of business for GenoLogics. Providing continuity throughout the customer engagement, the FAS is responsible for application configuration and end-user training as part of the delivery process.

The successful candidate will have excellent customer facing skills, combined with a strong technical background, software demonstration skills, and knowledge of the Life Sciences industry. Applicants must thrive in a high pressure, competitive and dynamic environment with an overwhelming drive to succeed. The ability to build and manage relationships from a distance as a remote employee will be a critical success factor. This will require pro-active, ongoing communication.

Responsibilities:

- Achieve expert level knowledge and understanding of GenoLogics' software solutions, including technical architecture and end-user application
- Gather and analyze customer business and functional requirements to recommend appropriate long-term solutions
- Develop customer specific workflow configurations and identify required instrument integrations, leading to a documented solution definition
- Develop and deliver custom software demonstrations (on-site and remote) targeted to meet individual customer requirements as per operating environment and market segment
- Contribute to the development of sales quotations, proposals, and implementation plans
- Represent GenoLogics at trade shows and other industry events
- Work with internal stakeholders to answer/resolve any technical questions/issues faced by prospective customers
- Provide feedback to Product Management regarding general customer requirements for future product releases
- Ensure a seamless hand-off for successful implementation management following customer commitment
- Deliver post-sales application configuration, customer training and education as required
- Provide support for the development of marketing messaging and collateral

Requirements:

Required

- Strong written and verbal communication skills, ability to present complex technical information to various audiences to promote learning and knowledge transfer
- Capable of developing and delivering world class software demonstrations
- Experience with customer requirements analysis
- Passionate about technology, keen interest in learning about life sciences and the sales cycle
- Strong commitment to personal excellence, self-motivated, self-sufficient and resourceful
- Ability to balance multiple priorities in a dynamic work environment involving multiple stakeholders

- A team player with a “can do” attitude, strong customer service orientation
- Capable problem solver that develops effective solutions for complex problems
- Working knowledge of Linux/UNIX and Windows environments and administration
- Previous exposure to JAVA, SQL, application server and database applications (Oracle, Postgres)
- Strong knowledge of XML, CF21 Part 11, HIPAA preferred but not required
- Minimum 3 years experience in a similar field based technical support and/or applications engineering position
- Experience deploying enterprise level software solutions requiring systems configuration
- Master’s Degree in Bioinformatics, Biology, Computer Science, or related discipline
- Applicants must be fluent in the German language, additional language skills are an asset
- This position requires travel primarily within Europe (up to 60%)

Desirable

- Understanding of Data Management or Lab Information Systems
- Knowledge and understanding of the life science, biotech and/or pharma industries

The GenoLogics Philosophy

The GenoLogics philosophy is that to build a great company, you must first and foremost be a great employer. This means creating a workplace that is both inspiring and rewarding – one with shared purpose and meaning. GenoLogics produces more than world-class software; we develop solutions to help advance the early detection, prevention and treatment of diseases such as cancer. To achieve this vision, we’ve created a flat, boundaryless team environment where communication is open and decision-making is transparent. It is the creativity, energy and savvy of our people that enables our success as an organization.

GenoLogics isn’t a job – it’s an experience. What makes the *GenoLogics Experience* unique is the opportunity to:

- Impact the success of a dynamic company
- Learn and grow through challenging work and a diverse professional development
- Surround yourself with bright, talented people selected for who they are, not only what they can do

Application Information

If you are interested in applying for this position, please email your resume and cover letter (one PDF attachment) to careers@genologics.com.

GenoLogics offers an attractive total compensation package including benefits and stock options. We thank everyone for their interest in this position; only short-listed applicants will be contacted. A hiring decision will be made as soon as we find the perfect candidate. Interviewing will be ongoing until such time.

GenoLogics is well positioned for success within its marketplace. GenoLogics has been a proud recipient of both the Human Resources Excellence Award and the Product of the Year Award, as awarded by the Vancouver Island Technology Association (VIATeC). For more information about GenoLogics, including corporate and career information, please visit www.genologics.com.