

Role

Department: Customer Solutions
Reporting to: Director, Customer Solutions
Closing Date: Resumes will be reviewed as received; interviews scheduled accordingly.
Work Location: Preferably the United Kingdom (home office set-up) but we are willing to consider locations in Germany, Switzerland or the Netherlands for the right person.
**Applicants must have valid work authorization; the ability to travel cross-border is also required.*

Position Overview

As Technical Service Analyst you will provide exceptional business-to-business (B2B) technical services to world-class research organizations from the academic, government, healthcare, and pharma/biotech sectors – those on the cutting edge of scientific innovation. Your technical expertise, in-depth product knowledge, and strong relationship focus will enable customers in their discovery objectives. This growth related position requires someone who is passionate about technology and enjoys tackling complex problems, drawing on their own knowledgebase and the knowledgebase of others.

Responsibilities:

- Plans a solution implementation with customers, coordinating the information technology set-up
- Deploys, upgrades and configures customer systems
- Analyzes, investigates and troubleshoots technical problems related to the product configuration, systems environment, and/or the application itself, draws on internal resources as required, to ensure successful resolution and closure
- Provides first-class remote customer service and technical support
- Contributes to the development of a knowledgebase of internal and customer FAQ's and other training or customer education material
- Advocates on behalf of customers within GenoLogics by working with development and product management
- Provides peer and customer product training as required
- Tracks and reports levels of customer satisfaction and utilization
- Contributes to the ongoing improvement of GenoLogics customer support methods and practices

Requirements:

Required

- Experience with database concepts, and database driven applications
- Knowledge and understanding of Linux / UNIX and Windows environments and administration
- Strong written and verbal communication skills in English
- Excellent interpersonal skills and an ability to work with diverse groups of people
- Experience with JAVA, application server and database applications (Oracle, Postgres)
- Experience with VMware
- Experience with Python
- A self-starting team player who can work with minimal supervision with a “can do” attitude when handling complex situations
- Customer solution focused and methodical, careful attention to detail
- Capable problem solver that follows rigorous logic to bring effective solutions to complex customer problems including technical, behavioral and relationship dimensions
- Minimum two years’ business-to-business customer support experience with Enterprise Client/Server software products
- Bachelor’s Degree or Diploma in Computer Science, Information Technology, Life Science or related discipline
- Ability to travel internationally, primarily within Europe (up to 25%)

Desirable

- Fluent in German
- Experience supporting customers remotely and working with remote colleagues in different time zones around the world
- Experience with remote information gathering, remote assistance, and remote system control methods
- Knowledge and understanding of project management methods
- Knowledge and understanding of the Biotech and/or Pharmatech 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 (together in 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.