



BIOTYPE GmbH is a European in vitro diagnostics and medical device company with headquarters in Dresden, Germany. With a focus on multiplex PCR and molecular diagnostics, we develop and distribute kits and systems for clinical research and diagnostics. As a DIN EN ISO 13485 and DIN EN ISO 9001 certified company, we have integrated the complete value chain, from product innovation to development and distribution, under the highest quality standards. Founded in 1999, Biotype is currently becoming an international technology and solution provider for molecular precision diagnostics. We have established an agile organizational and communication culture with a strong team spirit. Join our team to actively shape the success of Biotype and your own professional future!

To strengthen our team, we are looking for a:

Customer Support (m/f/d)

Your Tasks

- You are responsible for advising and providing technical assistance to customers as well as processing support and complaint requests
- You are responsible for planning and performance of experiments as well as software-based data analysis and reporting of results
- You initiate, document and execute problem resolution actions
- You support Product Management and Sales on site during product trainings
- You are working in a regulated environment according to DIN EN ISO 9001 and DIN EN ISO 13485

Your Profile

- Biological Laboratory Technician, Laboratory Assistant and/or graduated in life sciences, biotechnology, medicine, or bioengineering (e.g. biology, biochemistry, molecular biology, biomedical studies or related) with B.Sc., M.Sc. or Dipl. or similar study/education in life sciences or medicine
- 1+ years of experience in applying molecular biology tests (including RT-PCR, (q)PCR)
- Passion for hands-on lab work: problem solving technology assessment projects
- Work experience under a quality management system (ISO 9001, 13485) is strongly preferred
- Ability to work independently, well-structured, customer- and result-oriented
- Strong intercultural competencies and a team player attitude
- Fluent proficiency in spoken and written English and German and excellent communication skills
- Willingness to travel on business



We offer

- Work in an innovative company with an open and family-friendly corporate culture and a cooperative and enthusiastic working atmosphere
- An exciting, varied field of work with plenty of room for one's own initiative, new ideas and independent work
- We offer a permanent employment contract, flexible working hours, opportunities for further qualification and additional benefits such as free parking, Jobticket, health provision, free drinks & fresh fruit, lunch discount

Do you see yourself in that role and are interested in joining BIOTYPE?

Please send your complete application (cover letter, curriculum vitae, certificates as well as your salary expectations) as PDF via email to:

BIOTYPE GmbH
Franziska Gerstner
bewerbung@biotype.de

More information about BIOTYPE:
www.biotype.de