

## Application Specialist (m/w/d)



Temporär      Jobregion: Rotkreuz      Stellenprozent: 100%

### Beschreibung

For our international medical partner, **Roche Diagnostics Int Ltd** based in Rotkreuz, we are looking for a qualified and motivated **Application Specialist - Global Customer Support Molecular Diagnostics** for a temporary contract of 12 months, with possible option for extension.

Roche Diagnostics International Ltd in Rotkreuz is one of the world's leading providers of diagnostic system solutions for clinics, laboratories and doctors' offices. The company employs over 2200 people in Rotkreuz and is one of Roche Diagnostics main sites.

Global Customer Support is the global organization responsible for technical services in the Roche Diagnostics Division. More than 500 co-workers at various locations around the world provide support, training and information to local and regional service & support representatives.

For our Global Customer Support (GCS) department, we are looking for a motivated Application Specialist for our cobas 4800 system. In this very versatile position you will join a group of experienced Application Specialists providing support, training, and documentation for our molecular diagnostics assay portfolio based on PCR technology.

### Tasks

- Be part of a molecular diagnostics (PCR technology) application team supporting our cobas 4800 system
- Create, review and maintain training content and training documentation
- Maintain our training laboratory
- Offer 2nd level support for affiliates and regions, including hotlineGive application training (virtually and face-to-face) for end customers, first level support, regional trainers and global staff
- Contribute to product specific knowledge pool by providing trouble-shooting information
- After initial onboarding period, tasks could be extended to other product lines

### BERATER



Martina Lima  
+41 41 203 33 55

### Seniority Level

Mitarbeiter

### Berufskategorie

Administration /  
Verkauf / Einkauf

### Stellenprozent

100%

### Jobtyp

Temporär

### Referenz-Nr.

MLI-AVE-T-11227

### Jobregion

Rotkreuz

### **Must Haves**

- University degree in Natural Science (e.g. clinical biochemistry, biology) or professional education in a medical technology area
- Min. 3-5 years field or laboratory experience, preferably on molecular diagnostic systems
- Strong interpersonal and stakeholder management skills (including a “customer mindset”)
- Fluent in English, oral and written (working language is English)
- Intercultural and good communication skills
- Highly effective teamwork and collaboration skills
- Capacity to grasp topics quickly

### **Nice to Have**

- Didactical (training) skills & experience
- German language skills
- Roche experience would be a great asset

Are you interested? Do not hesitate and submit your complete application documents online today.

We value diversity and therefore welcome all applications - regardless of gender, social origin, religion/belief, age or identity.

We also process applications by post, but will not return them for administrative reasons.

We look forward to hearing from you!