

JOB OPENING

Field Application Specialist

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| Position type | <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Fixed-term <input type="checkbox"/> Internship <input type="checkbox"/> Hourly |
| Percentage | <input checked="" type="checkbox"/> Full time 100% <input type="checkbox"/> Part-time: % |
| Starting date | July 1 st , 2019 |
| Location | Lunaphore Technologies SA, EPFL Innovation Park, building A, CH-1015 Lausanne (VD) |

Lunaphore Technologies is a young start-up active in the MedTech field developing a product based on a microfluidic technology to analyze tissue samples for cancer research and diagnostics. Lunaphore is seeking a highly motivated candidate to join our team and contribute directly to the development and growth of the company.

Summary

We are looking for a 'Field Application Specialist' to provide on-field support for pre- and post- sales activities with strong hands-on skills and excellent understanding of the applications, ready to join a hard-working team, passionate about taking Lunaphore to the next-level.

Role/Responsibilities

- This position reports to the: Product Manager
- Understand in depth the different applications of the product.
- Attend conferences and customer meetings and present the product and applications.
- Train and support customers in operating the setup, developing their application and implementing assays properly.
- Investigate problems and develop solutions to address them.
- Understand thoroughly all the technical aspects of the product on the device side as well as on the application side.
- Run staining assays on the setup for testing protocols.
- Collaborate effectively with the Sales, Marketing, Customer support and R&D in order to address the customer needs and provide high quality support.
- Identify and keep track of all details and feedback at the customer site.
- Feedback effectively the customer's experience to the Lunaphore team through detailed reports and presentations.
- Help defining customer requirements and applications for new products.

- Drive for results by consistently achieving goals and pushing to complete tasks by their deadlines.
- This position includes frequent travelling (40-80%)

Required qualifications

- You have a biology background: Master or PhD degree in Biology, Life sciences, Bioengineering, Medicine, or other similar background allowing you to easily understand the product's applications.
- Experience in in-situ techniques including immunohistochemistry, immunofluorescence, in-situ hybridization, and similar techniques and technologies is a strong plus.
- You are hands-on and feel confident testing assays in a laboratory environment. You are skilled to manage technical work at the field even with little supervision.

Required soft skills

- You like interacting with people, bring advice and solutions to them, and demonstrate good customer service skills.
- You have the ability to adapt in a constantly changing environment.
- You have the ability to collaborate with others by working in a team, share information with peers and managers.
- You demonstrate critical thinking and analytical skills.
- You demonstrate good organizational skills and attention to detail.
- You like travelling
- Fluency in oral and written English is a must. Additional language skills including French and German are highly desired.

We offer

- A multidisciplinary industrial project within a young and strongly growing high-tech startup.
- An international working environment with high level of diversity and strong network.
- A highly interactive team with strong personal and technical qualities.

Contact information

If you are interested, please send your application (CV + cover letter and any additional supporting document) electronically to: **human.resources@lunaphore.com**