

Job description

Sony Biotechnology Europe (SBTE www.sonybiotechnology.com) is a leading innovator and provider of cell-based research analytical systems. Product offerings include flow cytometers for analysis and cell sorting, spectral analyzers, software, reagents, and an experienced and dedicated team of professionals to support these products. These systems provide some of the most productive solutions for cell researchers throughout the world

Position Summary:

Field Application Scientist (FAS) - based Nordic working as a key member of our flow cytometry support team; with special focus on pre-sale demonstration, tender input and post-sale support activities and customer end user training to drive sales growth and enhance customer satisfaction.

This position reports to: **EU Service & Support Manager Europe**

Up to 80% travel is required.

Responsibilities:

- Schedule and perform in field and remote support work including pre-sale flow cytometer instrument demonstrations and post-sale support activities.
- Schedule and deliver post-sale customer training, ensuring a high degree of customer satisfaction.
- Work closely with territory Sales personnel through the sales process, including contributing to tender preparation activity.
- Maintain detailed records of all activities in the customer relationship management (CRM) systems.
- Gather Voice of Customer feedback and escalate all identified issues via required processes.
- Actively contribute to pan European FAS Forum
- Identify and progress post instrument sales opportunities for follow on sales of reagents, upgrades, and accessories.
- Comply with mandatory health & safety requirements at all times.

Requirements:

- A minimum of 2 years' experience in practical flow cytometry.
- A Bachelors degree in a biological science.
- Strong analytical, problem-solving skills.
- Strong customer focus and demonstrable aptitude for effective training design and delivery.
- Excellent communicator and great ability to build productive client relationships.
- Highly organized with excellent follow up skills.
- Self-motivated team-player.
- Excellent understanding of flow cytometry and cell sorting is mandatory.
- Ability to travel approximately 80%
- Must be authorized to work in the EU.
- Full clean driving licence.