

Job 20180911#1 description:

Position Title: MGI Field Application Scientist

Report to: Regional Service and Support Manager

Location: Australia

Job Scope:

Provide applications support (consultation, troubleshooting, customer training) to MGI's customers in assigned territory and collaborate across sales/marketing teams to develop, implement and manage business strategy.

Responsibilities:

- Coordinate and conduct customer training for MGI products and assays.
- Troubleshoot issues related to experimental design, data processing, software operation, sample preparation and chemical reaction. Perform preliminary on-site failure analysis to identify root cause and feedback to corresponding company department or personnel.
- Develop and maintain positive relationships with customers.
- Support sales efforts through technical presentations, customer management or organizing seminar.
- Act as a key contributor of customer feedback to marketing and product development teams.
- Proactively share experience, knowledge and skills to peers and help to build an organization with strong professionalism. Coach and mentor new hires as needed.

Education/Experience:

- Master's degree or above in Genetics, Molecular Biology or Bioinformatics or related subject. NGS academic background or work experience preferred. Undergraduate with outstanding knowledge and skills is welcome as well.
- Willingness to travel mainly within the appointed region. For training or occasional special calls, international traveling including China is required.
- Prior field experience supporting customers in a highly technical field preferred.
- Outstanding problem-solving and interpersonal skills.
- Demonstrated English written and verbal communication and training/presentation skills.
- Excellent learning ability. Experience working in an international company and biomedical instrumentation or technology preferred.

To submit an application for this role, all applicants must supply the following documents: Cover letter, Resume and a Statement to address the required skills listed above to bgi-australia@genomics.cn. You must have the legal right to work in Australia to apply for this job.