

Job 20201023#2 description:

[MGI](#), the instrument manufacturing subsidiary under BGI Group, is hiring Field Application Scientist in Australia. MGI is committed to enabling effective and affordable healthcare solutions for all. Based on its proprietary DNBseq™ technology, MGI's multi-omics platforms include genetic sequencing, mass spectrometry and medical imaging. MGI has more than 1,000 employees worldwide and strives to be a leading innovator in life science technologies.

Position Title: MGI Field Application Scientist

Reporting to: Regional Service and Support Manager

Location: Sydney

Job Scope:

Provide applications' support (consultation, troubleshooting, and customer training) to MGI's customers in the assigned territory and collaborating 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 and organizing seminars and other marketing activities.
- Act as a key contributor of the customer's 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 subjects. 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 is preferred.

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