



Job 20210823#2 Description:

Laboratory Technical Support (Field Application Specialist)-MGI

Location: Brisbane

As a lab tech (FAS), you need to have proven experience in a range of standard and specialized molecular biology techniques including PCR, enzymatic manipulation of DNA and RNA and DNA/RNA extraction, and you are expected to deliver technical expertise to customers in relation to DNBSEQ™-related product, demonstrate the process of using our technology on automation platforms and sequencers, and understand the customer's problems and recommend solutions to meet their needs.

Responsibilities

- Identify and isolate problems and assist with troubleshooting of equipment, reagents and procedures.
- Provide technical support to sales and customers by answering technical inquiries, running samples and providing on-site support.
- Work closely with sales to analyze customer requirements and recommend appropriate solutions pre- and post-sale through the provision of technical expertise.
- Work closely with Field Application Engineers in delivering support to customers.
- Support the operation of MGI Dem Lab to ensure the timely processing of trial samples.
- Configure, operate and maintain specialized equipment as required in the lab.
- Provide support and/or coordinate the script revision associated with various instruments as required.
- Liaise with the product management department in the refinement of SOPs to improve quality of the results and expand the scale of operation.
- Capture customers feedback and relay the information to relevant departments.
- Optimize new protocols and facilitate the implementation either in-house or for a customer site as required.
- Show the customers the MGI Australia Demo Lab to demonstrate various MGI instrumentation and capability.
- Provide technical training to customers.
- Perform accurate data entry into various systems e.g. Sales force as required.
- Liaise with Field Bioinformatic Specialist to isolate, identify and/or define the scope of analysis as required by the project or customer.
- Comply with the company SOPs and strictly adhere to biosecurity policies and procedures.
- Maintain and monitor the inventories, place orders and verify the receipt as required.

Requirements

- Bachelor's or Master's degree in the related science field and extensive reference laboratory experience for 2-5 years;
- Knowledge of and experience in current genomic, transcriptomic and Next Generation Sequencing (NGS) are required;
- Experience in Sales Force will be beneficial;
- Knowledge of Bioinformatics tools and workflow will be beneficial;
- Proven experience in a range of standard and specialized molecular biology techniques

MGI Australia: Room 3, L6 CBCRC Building, 300 Herston Road, Herston, Qld 4006

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- including PCR, enzymatic manipulation of DNA and RNA and DNA/RNA extraction.
- Wet lab/bench experience in molecular biology applications such as PCR, NGS, clinical research/diagnostic etc. (NGS experience preferred);
 - Excellent presentation, communication and customer facing skills. Proficiency in both spoken and written English.
 - Skilled in office software, especially in Excel, Word and PowerPoint.
 - Self-motivated and willing to learn new technologies and skills.
 - Willing to fit in a culturally diverse team and travel periodically.

All applicants are assured confidentiality and only shortlisted applications will be contacted. 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 MGI_Australia@mgi-tech.com. You must have the legal right to work in Australia to apply for this job.