

# System Support Specialist

4/3/07

This Position Reports to: VP/Sales and Marketing

Location: Preferably living in NJ, NY or PA

## General Description:

The System Support Specialist will be responsible for technically supporting existing and new customers with all Qualigen products. The System Support Specialist is responsible for learning all technical aspects of the FastPack<sup>®</sup> System analyzer along with the chemistries involved in all assays performed on the system. The selected candidate will be assigned a territory in which they will be responsible for the installation and training of all new customers within their territory. The installation process will include training the practice staff in the operation of the system as well as teaching them all the requirements needed to be CLIA compliant. In addition, you will be required to spend time with the physician to ensure they understand all facets of the FastPack<sup>®</sup> System and are fully aware of what the system can do for them in their practice. Additionally, if a technical issue arises, which requires an on-site visit, the System Support Specialist may be asked to do so at a moment's notice. The selected candidate will be required to develop an on-going relationship with customers within the territory and always represent Qualigen with a high level of professionalism in all aspects of the position.

## Responsibilities:

- Become knowledgeable about all features of the FastPack<sup>®</sup> System
- Learn all aspects of current and future assays run on the system
- By using a decision tree, trouble shoot all technical issues over the phone
- Refine current technical systems to improve them for efficiency and tracking purposes
- Assist in evaluating sales aids and advertising

## Time Expectations:

- Undefined time when on the road visiting existing customers or trouble shooting technical issues.
- Undefined time when on the road performing new installations
- Travel over the weekends may be required at times
- Expect to be on the road 70%-80% of the time

Prerequisites for the job:

- Minimum of three years of laboratory experience running diagnostics systems
- Bachelor's Degree, preferably in life sciences or related field
- Technical knowledge in diagnostic products
- Excellent communication skills
- Good Interpersonal and motivational skills
- Must exhibit good leadership skills
- Proven success with customer service skills
- Demonstrate the ability to understand customer needs
- Proven success in previous employment positions
- Proven ability in complex problem solving
- Proven time management skills
- Basic computer skills with Word, Excel, Outlook and PowerPoint

Salary: Commensurate with experience

If you believe you are qualified and interested in this position, please submit your resume to [careers@qualigeninc.com](mailto:careers@qualigeninc.com)