

altona Diagnostics GmbH is a diagnostics company with over 250 employees at its headquarters in Hamburg, Germany. Subsidiaries are located in France, Great Britain, Italy, Canada, the USA, Brazil, Argentina and India. altona Diagnostics GmbH specializes in the development, production and marketing of molecular diagnostic test systems for the fast and specific detection of pathogens. The company is ISO 13485 certified and manufactures its high-quality CE-IVD medical products according to GMP guidelines.

To strengthen our international Technical Support and Service Team we are searching for a highly motivated

Technical Support/Service Engineer located in the Arab region ~~fa~~ ~~#ZXL~~

Responsibilities

- Direct contact person for altona customers in Dubai, Saudi Arabia, Bahrain with regards to technical questions about our reagents or equipment
- Assistance of customers with product implementation and technical support
- Planning and implementation of installations, service and calibration of equipment including assuring availability of spare parts
- Trouble shooting in case of failure in equipment or reagents
- On-site training at customers' laboratories
- Documentation of trouble shoot processes
- Development and implementation of internal processes for technical support

Requirements

- A university degree in biology, biochemistry, biomedical engineering or equivalent qualification
- Several years of experience in technical service and support, preferably in life sciences or diagnostics
- Experience with complex laboratory equipment and in nucleic acid amplification and detection technologies
- Fluent Arabic and sound knowledge of English language
- Solid knowledge of standard MS Office applications
- Willingness to travel nationally and internationally
- Reliable communicator and convincing and engaging appearance
- Ability to manage multiple priorities in an organized and productive manner

Our Offer

The opportunity to benefit from the many advantages offered by a growing international company. Work in a highly motivated, open and friendly environment, both independently and as part of a team. Family friendly working hours and a pleasant and informal working atmosphere.

Interested?

Please submit your cover letter and resume, including your salary expectations and your earliest start date, to jobs@altona-diagnostics.com. Your contact is Mr. Kai Herzog.

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