



GenDx, experts in transplant diagnostics

GenDx is a global leader in molecular diagnostic solutions for matching donors and patients and monitoring transplant success. We combine our cutting-edge software and reagents for Sanger & Next Generation Sequencing HLA typing and Chimerism monitoring with excellent customer support and education. With a highly educated and motivated team of approximately 90 people, we contribute to the quality of life of transplant patients. Do you want to be part of an innovative company that offers excellent working conditions and ample time for personal development? We are looking for a

knowledge-focused

TECHNICAL SUPPORT SPECIALIST (PhD)

**to provide customers with support and education
by means of smooth and effective communication**

As a Technical Support Specialist at GenDx, you are committed to help improve the quality of life and survival of transplant patients by providing excellent support to customers. You have an extensive knowledge of molecular biology and techniques such as quantitative real-time PCR, DNA sequencing, and related analysis software. In order to resolve specific technical issues, you empathize with customers that are using our products and provide them with support by e-mail. Naturally, you are an enthusiastic and driven person, who enjoys solving complex issues and explain challenging topics through clear communication.

Responsibilities

- Resolving customers' technical issues.
- Communicating customer needs and questions within the organization.
- Using and developing our CRM system (Salesforce).
- Providing (online) education activities for our customers.
- Working according to ISO 13485 standards.

Requirements

- PhD in molecular biology or equivalent.
- Familiarity with immunological matters, especially the HLA gene family, is favorable.
- Experience with (q)PCR and DNA sequencing is preferred.
- You are a team player; you show initiative and know when to consult your colleagues.
- You are service-minded, representing GenDx professionally at all times.
- Excellent command of Dutch and English (written and spoken).
- You live in the Utrecht area or you are willing to relocate.

Information

Contact Yvonne Dorland PhD, Manager Support, +31 (0)30 252 37 99.

Do we match?

Send your CV and motivation to Roelien Brommersma MSc, CHRO, hrm@gendx.com. Please mention '2022_15' and your name in the subject line of the e-mail.

Unsolicited third party/agency profiles and resumes will not be considered.