



dPCR Application Specialist @ Stilla Tech

JOB DESCRIPTION

Stilla Technologies, a fast-growing and Paris-based European start-up company, is recruiting Applications Specialists, with expertise in digital PCR, to assist with the expanding sales of our Naica™ System for Crystal Digital™ PCR.



The Application Specialist primary responsibilities will be to represent Stilla technology and expose the breadth of applications enabled by our platform to our customers. The Application Specialist will partner with our sales team to deliver pre- and post-sales high-level customer support, effectively acting as the trusted expert for our customers. This role requires exceptional technical expertise and excellent interpersonal skills.

We are looking for someone with the proven ability to engage customers at the highest levels of science to represent the technical capabilities of Stilla's Naica System. The objectives are to educate and motivate the customer so that they become ambassadors of our technology through their research, and to provide timely scientific and technical assistance to make sure they get the best results from the Naica technology. We are looking for someone with a proven ability to deliver excellence in customer support.

ESSENTIAL FUNCTIONS

- Organizes and performs product demonstrations at customer or company sites
- Prepares and presents seminars and/ or webinars to wide array of audiences
- Helps support technical training for Sales Representatives as appropriate
- Represents Stilla Technologies at scientific conferences

STILLA Technologies · 1 Mail du Professeur Georges Mathé, 94800, Villejuif, FRANCE ·

www.stillatechnologies.com

SAS au capital de 60 000 euros – SIRET 797 426 376 RCS EVRY – APE 7112B – TVA INTRA FR53 797 426 376

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- Assists Sales Representatives to provide technical and applications assistance in response to customer inquiries.
- Provides troubleshooting support to customers in the field or by phone/email. Resolves and/or escalates customer issues & complaints
- Reports application and product feedback from customers to the appropriate internal teams
- Maintains the highest level of integrity with all customer interaction
- Stays current on scientific and industry trends and innovations.
- May be required to perform other related duties as required and/or assigned.
- The primary location for this job will be at Stilla's offices in Paris, France
- Must be available for up to 50% travel that may include over-night stays. Travel, mostly within Europe, with some trips to North America and Asia, will be a significant part of this job.

REQUIRED QUALIFICATIONS

- MSc or PhD in Life Sciences
- 1+ year previous work experience working as a Field/ Sales Application Scientist or equivalent position, providing technical support to customers
- Experience in the digital PCR field strongly preferred
- Strong customer relationship skills are a must
- Excellent written and verbal communication skills. Fluent in written and verbal English.
- Team-oriented contributor
- 3+ years experience working in a laboratory environment
- Ability to identify and solve problems effectively
- Able to anticipate and diffuse critical/potentially volatile customer situations
- Strong understanding of multi-cultural communication styles
- Ability to work in a fast-paced and dynamic environment including flexibility around schedule and function
- Self-directed with strong initiative



OTHER

The primary location for this job will be at Stilla's offices in Paris, France. Must possess a valid driver's license. This job may involve physical activity such as travel and lifting. Permanent position.

SALARY

Depending on experience. Compensation and benefits in accordance with Company policy

ABOUT OUR ORGANIZATION

Stilla Technologies is an innovative start-up company specialized in developing tools for high precision genetic analysis. Using a breakthrough microfluidic approach, Stilla has developed a novel digital PCR process called Crystal Digital PCR. This process is implemented in Stilla Naica system, which enables fast, robust, user-friendly digital PCR, and comes equipped with a unique three-color multiplexing capacity. For more information on Stilla technology, please visit www.stillatechnologies.com.

Please apply by sending your resumé and cover letter to recrutement@stilla.fr, ensuring that you quote "Application Specialist- France" in the email Subject line.