



Technical Support Representative/ Digital PCR Expert @ Stilla Tech

JOB DESCRIPTION

[Stilla Technologies](#), a fast-growing and Paris-based European start-up company, is recruiting a Technical Support Representative – permanent position -, knowledge in “omics” & expertise in PCR and qPCR is a real plus, to assist with the commercialization of its [Naica™ System for Crystal Digital™ PCR](#).

After closing a 16 M€ Series A funding round in November 2018, Stilla is scaling its operations worldwide, with a focus on expanding sales worldwide of its Naica system.

Stilla is hiring a Technical Support Representative who will assist the customers and the Sales team (Commercial Operations Department).

The Technical Support Representative's primary responsibilities will be to answer technical and scientific questions related to Stilla Naica™ System, (digital) PCR assays design, optimization and applications, equipment or analytics. By interfacing with R&D, Production and Sales teams, the Technical Support Representative will deliver high-level customer support, effectively acting as the trusted digital PCR expert for Stilla's customers.

This role will require exceptional communication & interpersonal skills. You have to be motivated and passionate about commercializing a new innovating instrument in the Life Science and Clinical fields.

We are looking for someone with the proven ability to engage customers at the highest levels and to represent the capabilities of Stilla's Naica System. We are looking for someone with a proven ability to deliver excellence in customer support.



ESSENTIAL FUNCTIONS

Provide support and instruction to customers on operational or maintenance aspects of equipment and/or products. Serve as customer liaison on service related problems.

- Responsible for providing remote telephone support of Stilla products to both internal and



external customers and document customer issues.

- Provide technical support of end user hardware components, software applications and network peripherals.
- Troubleshoot and test new tools (CRM; SAP; etc.). Problem solving oriented.
- Work within a team environment and escalate unresolved issues to appropriate departments.
- Communicate with end users, keeping them informed of support progress. Monitor & track customer satisfaction.
- Perform other tasks and duties as assigned by Management.

REQUIRED SKILLS

- You have the ability to operate effectively with different professionals in an international team environment and on multiple projects under tight deadlines.
- You are able to speak perfectly French & English and any other language (German; Spanish; etc..) is a real advantage.
- You are interested in continuously expanding your personal and professional skills with appropriate training.
- Strong oral and written communication skills in French and English with the ability to interact at all levels.
- Good time management and organizational skills with the ability to multi-task.
- Excellent computer & networking knowledge.
- Knowledge of Quality Controls (QMS) or servicing laboratory instrumentation an asset.

REQUIRED EXPERIENCE

- You have a Ph.D. or MSc Degree in Life Sciences; Molecular Biology; Biochemistry or equivalent.
- Preferred if you also have some experience in a similar function with technical support (customer satisfaction) and ideally have already 1 or 2 years of Technical Support experience in the Life Science Instrumentation Field.
- Extensive Knowledge and experience in PCR & qPCR applications (products & instrumentation)
 - Experience in the digital PCR field strongly preferred
- Excellent written and verbal communication skills.
 - Team-oriented contributor (with colleagues: Management, Sales & Applications Specialists).
 - 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.
 - Strong customer relationship skills are a must.

JOB LOCATION

The primary location for this job will be at Stilla's Headquarter offices in Villejuif, France.
Permanent position.

DEPARTMENT

You will be in the Commercial Operations Europe & Asia Team and directly reporting to the Technical Support Manager.

**POSITION TYPE**

Entry level Technical Support Representative 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

Stilla's talented and multidisciplinary team shares a passion for building successful Life Science products based on deep technological innovations. We are pursuing a huge potential market and aim become the new leader in the exciting field of precision genetic analysis. Join us!

Please apply by sending your resume and cover letter to jobs@stilla.fr

All qualified applicants will receive consideration for employment without regard to race, sex, color, religion, sexual orientation, gender identity, national origin, protected veteran status, or on the basis of disability.