



Job Title: Techniccal Support Specialist

Department: Customer Support

Summary: Assist in supporting Dynex products automated ELISA systems, its associated software and applications by providing technical support and system upgrades via telephone, email and traveling to customer sites as needed. Perform training classes for customers, distributors and Dynex personnel.

Essential Functions: This position will train to become the expert in the service and operations of Dynex automated ELISA Processing Systems. Perform help desk duties by providing technical support and troubleshooting directly to end users via telephone and email, and occasionally on-site for all Dynex products, taking the appropriate actions to satisfy customers and resolve the issues. Follow-up technical assistance to ensure customer satisfaction with solutions to problems and complete all required follow-up documentation. Support internal customers such as field service engineers, sales and marketing representatives via dispatch, technical troubleshooting, spare parts shipments and document creation & review.

Create and edit Technical Bulletins, operator's manuals, engineer support material, training documents, site visit reports and other documents as required. Assist in the development of training programs, perform product demonstrations in-house and in the field as required. Document customer complaints and records according to QA procedures. Serve as product expert and customer advocate on cross functional product development teams, and work with Engineering, QC and other departments to assist in complaint investigations. Prepare site visit reports and update SOPs. Create and edit engineer support material, training documents, operator's manuals and Technical Bulletins as required. Support marketing and sales objectives as new marketing/sales opportunities arise (i.e., surveys, etc.). Adhere to Dynex and QA policies & procedures. Maintain customer/client databases. Attend trade shows as required.

Supervisory Responsibilities: None

Success Factors: Ability to work independently and prioritize multiple tasks from multiple sources with little direction. Dependable and highly organized. Willing to take on and resolve a variety of tasks. The individual must possess excellent written and verbal communications skills.

Minimum Qualifications/Education: B.S. Degree in an engineering, technical or biological field required. Previous experience with lab analyzers, lab equipment, and working with ELISA assays is preferred. Previous experience providing technical customer support or 1 to 3 years in a clinical lab setting is also highly desirable.

Computer Skills: Proficient in CRM/service software, MS Office and Outlook.

Work Environment: Shift hours to accommodate Eastern to Pacific Time zones and satisfy customer needs. Usual laboratory conditions with one degree added for contacts with chemicals and biologicals. National and some global travel up to 25%.



Physical Requirements: Must be able to meet National Institute for Occupational Safety & Health (NIOSH) Standards.

DYNEX Technologies, Inc. is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, including sexual orientation and gender identity, national origin, disability, protected Veteran status, or any other characteristic protected by applicable federal, state, or local law. DYNEX Technologies provides medical, dental, life and disability insurance, Section 125, 401(k), flexible schedules, educational assistance and a great work environment!

Please forward resume including salary requirements to fwalker@dynex.com.

Visit our website www.dynextechnologies.com.

*No Recruiters please.