



Job Title: Technical Support Specialist

Department: Customer Support

Summary: The technical support specialist is responsible for supporting Dynex automated Elisa instruments in a customer facing role via telephone and email. This position can operate on-site and/or remote.

Essential Functions:

- This position will train to become the expert in the service and operations of Dynex automated ELISA Processing Systems to include the DSX, DS2, Agility and Multiplier instruments.
- Perform help desk duties by providing technical support and troubleshooting directly to end users via telephone and email.
- 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.
- 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.
- Adhere to Dynex and QA policies & procedures. Maintain customer/client databases.

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 preferred. Experience with Elisa automated instruments in a diagnostics lab environment. Knowledge of instrument operations and function as well as knowledge of assay development and troubleshooting. Experience with Dynex instruments, DSX, DS2 and Agility are highly desired.

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.

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





Additional Benefits/Compensation Offered:

Competitive Salaries

Full Medical/Dental Benefits Package, +

401K w/ Matching Company Contribution

Robust Vacation/Sick Leave Package

13 Paid Special Leave/Holidays Annually

Tuition Reimbursement

Paid Training

Remote Working Opportunities (*may not be available for every position*)

Company Provided Life Insurance, Short-Term, and Long-Term Disability

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.

