

Product Specialist

THE COMPANY

3Brain is a young, fast-growing, dynamic company focusing on brain technologies, one of the most fascinating research and business sectors with multiple applications and impacts on human life. 3Brain's mission is to provide state of the art technology to support life science research and improve human health. In particular 3Brain develops, manufactures and distributes high-quality instruments based on our patented CMOS multi-electrode array, a high-resolution neuro-electronic chip. The company is headquartered in Switzerland nearby Zurich, has a SW R&D office in Italy, and has installed its products in laboratories and pharma companies worldwide also thanks to its network of distributors covering among others US, Canada, China and Japan.

More info: <http://www.3brain.com/about.html>

JOB DESCRIPTION

Following its expansion plan, 3Brain is looking for a full-time product specialist for providing product application recommendations, technical support and training to customers and distributors.

Main tasks will include:

- In conjunction with Sales, participate in customer presentations to promote 3Brain's solutions and products.
- Develop an extensive knowledge of the 3Brain's products and of their applications to provide consulting and provide solutions to the sophisticated needs of researchers and users interested in using or already using 3Brain's technology
- Maintain contacts with worldwide customers and distributors and, in collaboration with the R&D lab, support them in using 3Brain's products, mainly by email or remote conf call but also, if necessary, by travelling to customer locations
- Troubleshooting product or service problems determining the cause of the problem, identifying and applying the best solution to solve the problem and following up to ensure resolution
- Provide remote or in case on-site support to customers while performing experiment on 3Brain's system
- Provide remote or on-site training and adapt training material to the various skill levels of trainees
- Build sustainable relationships of trust through open and interactive communication
- Conduct customer line audits, prepare product or service reports by collecting and analysing customer information, extrapolate statistics on product's usage, support the development team in defining needs and functional specifications for next generation products
- Provide Sales and Product Management with market intelligence and market trends
- Contribute to market strategy discussions with Sales&Marketing or other teams in need of technical information
- Attend conferences, congresses and trade shows

REQUIRED QUALIFICATIONS

- Fluency in English (preferably mother-tongue)
- Bachelor/Master/PhD degree in biology/bio-engineering/biophysics
- Knowledge of neuroscience and experience with electrophysiology instruments, such as patch-clamp or, preferably, Multi Electrode Array technology
- Availability to travel worldwide for short periods (training, on-site support, etc.)
- Ability to multi-task, prioritize and manage time effectively
- Analytical, methodical thinker with the ability to quickly understand and integrate the potential causes of a technical problem
- Excellent oral and written communication skills

- Initiative, independence and ability to work effectively with other team members in a multicultural and international environment
- Enthusiasm for helping customers succeeding

ADDITIONAL QUALIFICATIONS

- Proven customer support experience
- Knowledge of scripting languages (e.g. Matlab or Python) and experience in data analysis

WHAT WE OFFER

- A dynamic and stimulating work environment in a young, emerging company
- Possibility of professional growth
- Flexible work hours
- Working place: Italy

To apply send an email with CV and short motivation letter to info@3brain.com, subject: Product Specialist

