

Technical Support Assistant

Life Sciences – B2B

WHAT WE DO: BioAnalyt (based in Teltow/Berlin, Germany) is dedicated to develop and market mobile labs for nutrient measurement. Our mission is to make nutrition more transparent – we do this by making nutrients in food, animals and humans measurable at low cost and without a lab. Our customers save costs and time by using our products. We work with international food producers, UN organisations, and lab service providers across the globe.

To support our team, we offer a job position as Technical Support Assistant (m / f / d). You are part of the Technical Support team. The Technical Support Assistant is responsible for technical, creative and administrative support of the Technical Support Manager.

You will do following:

- You will work with Technical Support Manager to support our customers from around the globe.
- Your work will involve:
 - Research, diagnose, troubleshoot and identify solutions to resolve customer issues.
 - Work in the lab with chemicals and analytical equipment.
 - Proper recording of all technical issues.
 - Preparation of accurate and timely reports.
 - Knowledge documentation in the form of tech notes and articles.
 - Technical presentations and demos on how a product will meet customer needs.
- You report to the Technical Support Manager.

You have:

- Strong technical background and interest in solving technical challenges.
- Degree in life sciences (or in process of getting a degree) with focus on food, feed, nutrition, analytics, and/or health.
- Quick learner and attentive listener.
- Diligent record keeper.
- Excellent written and verbal communication skills in English, basic German, French and/or Spanish would be a plus.

What we offer:

- The spirit of a small and fast-growing company offering the opportunity to take on responsibilities, bring in own ideas and manage work time flexibly.
- You will operate in an international environment, working in a passionate team of different nationalities.
- You will work with international customers in a B2B environment.
- You will receive ongoing personal development and leadership.

Are you interested? To apply, please provide the following documents:

- A cover letter
- A curriculum vitae

Please send your application to Jan Quest at career@bioanalyt.com.

measure for life

BioAnalyt GmbH • Rheinstraße 17 • 14513 Teltow, Germany • T +49 (0)33 283 51 5 000
contact@bioanalyt.com • www.bioanalyt.com