



## The micro-Chip Chromatography Company

We are looking for a new colleague to join our team!

### **Field Support Expert – Consultant** *America, Western region*

#### **Company**

PharmaFluidics is a young, dynamic & fast paced tech company based in Ghent, Belgium. As a spin-off of the Vrije Universiteit Brussel, and backed by experienced Venture Capital, PharmaFluidics has developed a series of game-changing chromatography products.

With unprecedented analytical resolution performance, PharmaFluidics' micro-chip based chromatography columns are now being commercialized for innovative biomarker, diagnostics and drug research & development applications in the global biotech, pharma and academic field, and related industries.

The key expertise of PharmaFluidics are the design, lithographic production, and surface treatment of silicon wafers for use as separation devices in liquid chromatography. PharmaFluidics collaborates with an extensive network of centers of excellence and pioneer users to develop a broad range of applications.

#### **Position**

In line with its steep growth ambitions PharmaFluidics seeks to extend its team with a Field Support Expert on consultancy basis. This experienced consultant will:

- Respond to customers' enquiries regarding the proper use of the  $\mu$ PAC™ technology, diagnose and resolve product related issues and ensure customer satisfaction.
- Work alongside business development and key account managers in pre- and post-sale situations.
- Train customers onsite and work on onsite customer service portfolio.

You will have an important role in a fast-paced stimulating work environment, within a compelling business area, where you will make substantial contributions to the successful performance of the company.

## Main responsibilities

- Resolve customers' complaints of a technical nature related to the use or connection of the  $\mu$ PAC™ column to the LC and MS instrumentation.
- Provide onsite product support, analyze and present key findings and recommendations to product development teams.
- Respond to customers' inquiries regarding the  $\mu$ PAC™ columns over the phone or by e-mail.
- Serve as a customer liaison and be responsible for promoting and maintaining positive customer relations.
- Perform post-sales consultations on product evaluations and optimization and support pilot projects.
- Train customers onsite on the use of the  $\mu$ PAC™ products and work on onsite customer training service and training materials.

Team: reports to Global Field Support Manager

Scope: America, Western region

## Profile

We are looking for a highly-motivated and talented individual with progressive knowledge of HPLC, UHPLC and MS technologies and its applications in proteomics, metabolomics, biomarker discovery and analysis of biosimilars. The candidate has at least 3 years LC and/or MS hands on experience, preferably in the field of proteomics and/or biopharma.

Above all, the successful consultant should be able to build strong relationships with his contacts at key accounts with excellent interpersonal skills for building relationships and winning trust quickly, whilst developing a thorough understanding of the customer's LC-MS workflow and needs.

Candidate is preferably located in the Western region of America. A close interaction within the PharmaFluidics US sales team is necessary.

## Education, Competences and Skills

- Academic degree or PhD ideally within science or the field of medical engineering or equivalent combination of education.
- Experience with different (nano-) LC and MS vendor systems is a benefit.
- Field support experience is a plus, however we also consider candidates coming from the lab.
- Strong organizational skills.
- Able to operate as a member of a team in a dynamic environment; available to be on the road for customer visits.

## Application

If you are interested and feel qualified for this position, please send your application, including your CV and a motivation letter to [geert.vanraemdonck@pharmafluidics.com](mailto:geert.vanraemdonck@pharmafluidics.com).