

Scientific Technical Supporter

Do you have a scientific background and are passionate about helping customers get the best results in their experiments? Are you experienced in customer support activities and have good communication skills? Are you looking forward to working in a company where your job can make a difference? Then keep reading, you might be our new Scientific Technical Support member at Immudex.

Immudex is a fast-growing biotech company, providing solutions for T-cell immune monitoring within immunotherapy, transplantation, infectious disease, and autoimmunity. Based on our proprietary Dextramer technology, we develop and market research reagents and diagnostic assays, enabling researchers, developers, and clinicians to measure disease-specific T-cell responses.

About the job

You will be part of our Global Marketing Team and be in close contact with our R&D and Sales Team members. The position is based in Virum, Denmark.

Your main responsibility will be to answer customer technical questions and requests via email. In more detail, this will include:

- Troubleshooting and information about Immudex products
- Provide technical guidance to customers
- Interacting with R&D and the Commercial Team regularly
- Attend internal team meetings and do background reading of the latest findings in the field
- Cross-departmental coordination
- Develop and improve our customer support
- Opportunity to attend scientific conferences so you can keep updated with the latest research
- Ensure scientific knowledge transfer between you, the product managers, and the sales team

Qualifications

You are educated as a scientist and have a good understanding of the immunology field or have a similar relevant education. Ideally, you have experience from a similar position within the biotech, medtech, or pharma industry. You have the following qualifications:

- Preferred Ph.D. in immunology or a similar relevant field
- Understanding of different laboratory assays (i.e. flow cytometry, cell biology, single-cell multi-omics, bioinformatics)
- Experience with analyzing flow cytometry data
- Customer-oriented, with a passion to offer a high level of service
- Structured and quality minded, aiming to deliver the best service to our customers
- High interest in keeping yourself updated on the newest research and experiments in the field
- Good interaction with different stakeholders
- Strong communication skills
- Good in written and spoken English
- Experienced user of Microsoft Office. Knowledge of a customer support software tool to handle customer requests would be an advantage

About you

We are looking for a customer-driven person with analytical skills, structured and organized. If you have a flexible mindset, are extrovert, and are self-driven, you might be our next colleague.

What we offer

Immudex offers a dynamic workplace in a fast-growing company. You will be given the opportunity to take responsibility and full ownership of our customer support. We have an informal work environment characterized by dedicated employees with a desire to make a difference.

We process applications on a continuous basis which is why we encourage you to send your application and CV as soon as possible to job@immudex.com.

If you have any questions about the position, please contact our Global Marketing Manager: Gemma Figueras, gf@immudex.com, mob. 3145 3499.

About Immudex

Based in Virum, Denmark, with North American operations based in Fairfax, Virginia, Immudex manufactures MHC Dextramer® for the detection of antigen-specific T cells. Under an agreement with the US Cancer Immunotherapy Consortium (CIC) and the European Cancer Immunotherapy Consortium (CIMT), Immudex also provides MHC Multimer and Elispot proficiency panel services worldwide.

Immudex' MHC Dextramer® products are utilized for the quantification or sorting of antigen-specific T cells in life science research, in vitro diagnostics, as well as the development of immunotherapeutics and vaccines. The primary focus is research-use-only products for the immune monitoring of immunotherapy development and monitoring of CMV cellular immunity in transplant and other immune-deficient patients. In Europe, the CE marked Dextramer® CMV Kit is approved for in vitro diagnostic use, for the quantification of CMV-specific T cells.

USA FDA 510(k) clearance for the CMV kit was granted March 2017. GMP Grade reagents are available.

Our state-of-the-art dCODE Dextramer® reagents enable massive multiplexing of antigen-specific T-cell detection. Detection of over 1000 CD8+ T-cell specificities from a single blood sample has been achieved.

www.immudex.com