

Customer Technical Support Intern

Reports to: Team Leader – Field Service Engineer

Type of contract: Fixed term (6 months) **Start date:** ASAP

Are you a young Technical Support professional, student or nearly graduated looking for an exciting challenge where you can have an impact on the future growth of your company?

About us

Lunaphore Technologies is a company born with the vision of accelerating cancer research, by making spatial biology mainstream in every research laboratory. We build solutions that simplify technology adoption for discovery and translational research laboratories and empower researchers to develop better targeted treatments for cancer and other diseases.

To support our future growth, we are looking for a highly motivated and dynamic individual to join our team!

Your Missions

The Customer Support Team (CST) is responsible for providing high quality field applications and engineering support to our customer base who are utilizing Lunaphore technology to accelerate their research. Additionally, the CST team is integral to the strategy of the commercial organization and central to the alignment of customer needs and company objectives. In this role you will support the CST in:

- First line response to external customers enquiries and complaints.
- Triage customer issues with applications, instruments, and basic software.
- Life science research applications support and development.
- Set up, maintenance, servicing, and system troubleshooting.
- Run basic IHC and IF assays for internal and external customers.
- Communicating and reporting CST activities to the functional departments.

Your ideal profile

- Provide assistance to our external client base via phone, e-mail, and our client portal website to understand and record issues.
- Clearly and concisely document all correspondence and activities related to customer issues to the respective support teams. Properly escalate potential problems as needed to next tier, leadership, etc.
- Understand the different applications of the product, and all the technical aspects of the product on the device side.
- Run staining assays on the setup for testing protocols.
- Support the Field Applications and Field Engineering teams in managing and running protocols to trouble shoot customer issues.
- Understand the technical aspects of the product on the hardware side as well as on the application side.
- Collaborate effectively with the Sales, Marketing, Customer support and R&D teams in order to address the customer needs and provide high quality support. High self-motivation, good planning, and organizational skills.
- Fluency in oral and written English is a must. French is a plus.

What we offer

- A dynamic company where you can have a real impact.
- An environment where you will be able to grow both professionally and personally.
- Collaborate every day with a young, interactive, and motivated team.

Only CH/EU/EFTA candidates will be considered

Are you passionate about making spatial biology mainstream and empowering researchers? Us too!

Send us your complete application through human.resources@lunaphore.com