

## JOB DESCRIPTION

Job Title:	<b>Application &amp; Product Specialist</b>	Code:
Department:	Diagnostic Business Unit (DIA BU)	
Working Location:	Ho Chi Minh/ Ha Noi/Da Nang	
Working Relationships:	<u>Report to:</u> Product & Quality Manager	
Job Scope:	<ul style="list-style-type: none"> <li>– Handle all issues related to after-sales-service of instruments and reagents in the related areas.</li> <li>– Support Sales team to satisfy clients by professional technical support, training and consulting to clients.</li> </ul>	
Key Tasks:	<ul style="list-style-type: none"> <li>• Set up application training schedules and train customers in applying the standard equipment procedures/protocols to achieve optimal usage of the delivered products (in-sales services);</li> <li>• Conduct regular visits to customers to obtain direct feedback from them about the quality of the sales/service delivery and the customer satisfaction (after-sales services);</li> <li>• Provide customer support and technical issue resolution via telephone, e-mail in a timely manner;</li> <li>• Resolve instrument, software, assay development and other product related issues;</li> <li>• Be aware and to manage at all times the safety standards required by bio-safety regulations, installation and operation of equipment;</li> <li>• Continuously develop product application knowledge through self-study and provided training;</li> <li>• Support and contribute to general business development of the company;</li> <li>• Follow APP guidelines</li> <li>• Translate into Vietnamese documents: PIs, catalogue, specifications, user guides...</li> <li>• Support Operation Team on tender preparation</li> <li>• Support PM on Workshop, lunch talk....</li> <li>• Other tasks assigned by Product &amp; Quality Manager.</li> </ul>	
Job Requirement:	<ul style="list-style-type: none"> <li>• Education/ Training Qualifications: <ul style="list-style-type: none"> <li>○ University: Medical University</li> <li>○ Major: Biomedical/ Laboratory Technology</li> <li>○ Degree: Bachelor's Degree</li> </ul> </li> <li>• Experience: Fresh, or experienced students</li> <li>• Knowledge/ Skills/ Personalities:</li> </ul>	

	<ul style="list-style-type: none"> <li>○ Male/Female from 22-30 years old</li> <li>○ Fluent in English</li> <li>○ Good communication skill</li> <li>○ Good presentation skill</li> <li>○ Good planning skill</li> </ul>
Acknowledged by	Agreed by
Employee Date:	Department Head Date:

Reviewed by	Approved by
HR & Admin Manager Date:	General Director Date: