

# Product Support Specialist (f/m/d)

## Nanoparticle Characterization

### About Us

Particle Metrix GmbH has been an owner-managed company since 2004. We develop and manufacture electro-optical nanoparticle measurement systems. Our worldwide customers are scientists from different fields of biology, medicine and biomedical research. They are particularly interested in extracellular vesicles, viruses, proteins and similar biological nanoparticles.

For more information visit <https://www.particle-metrix.de/>

### Position Summary

To strengthen our customer support, we are looking for a Product Support Specialist with a strong understanding of the characterization of cells, extracellular vesicles, nanobubbles and/or other nanoparticles. The Product Support Specialist will provide on time and high-quality post sales product support for Nanoparticle Tracking Analyzer (NTA) customers creating a positive user experience with Particle Metrix products. Conducting technical and applicative verification measurements and engaging pro-actively with inter-company teams to share customers feedback and to contribute to future product developments is a key responsibility.

### Your Responsibilities

- Provide troubleshooting support to customers and field staffs engaging the correct internal company resources to solve the customers challenges
- Perform application and functional instrument tests, including software and firmware tests in cooperation with Product Development teams
- Create and train technical customer documents such as technical notes, instruction manuals, training materials and service protocols
- Create, maintain, and improve databases such ITS, ERP and CRM
- Engage with inter-company teams for process improvement and future product development

## Key to Success

### Education:

- Bachelor's or Master's degree in a scientific or technical field with background in chemistry, biochemistry, biology or related field
- PhD would be an advantage

### Experience, Skills & Abilities:

- At least 1-2 years of experience in cell, protein or particle characterization in a scientific environment or related industries
- Structured troubleshooting skills
- Openness and drive to learn new tools and techniques
- Strong can-do attitude and assertiveness
- Fluent in German and English
- Capability to work independently with a strong commitment to customer satisfaction
- Ability to explain complex aspects to different user profiles in a remote environment
- Knowledge in flow cytometry, fluorescence microscopy or light scattering is an advantage
- Experience in product development processes is an advantage
- Willingness to travel (inter)nationally (up to 30%)

## What we offer

- A permanent contract with an attractive compensation package
- An entrepreneurial company with positive corporate culture and strong team spirit
- Opportunity for personal growth and responsibility
- Flat hierarchy
- Flexible working hours and home office option (after onboarding)
- 30 days annual vacation
- Company bike leasing program
- Regular team and company events

## We have sparked your interest?

We look forward to receiving your application with CV and Motivation Letter including your possible start date and salary expectations on [karriere@particle-metrix.de](mailto:karriere@particle-metrix.de)

## Particle Metrix GmbH

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