

Technical Product Specialist (f/m/d) Nanoparticle Tracking Analyzer

About Particle Metrix GmbH:

As the technical leader for nanoparticle tracking analyzers (NTA), we develop and manufacture high-quality electro-optical nanoparticle measurement systems in Inning am Ammersee, Germany. Our global customers are leading scientists in various fields of biology, medicine and biomedical research. Learn more: <https://www.particle-metrix.com>

Join Our Team:

To strengthen our dedicated product support team, we are looking for a Technical Product Specialist (f/m/d) with experience in supporting analytical instruments, ideally with knowledge of the characterization of nanoparticles, extracellular vesicles, proteins, nano plastic particles, nanobubbles and other nanoparticles.

Job Description / Responsibilities:

- Provide technical support via phone, remote access or written channels for users in the DACH region and for global support teams
- Plan and conduct field service activities like preventive and corrective maintenance services as required, primarily in the DACH region, occasionally in EU or globally
- Maintain accurate records in the service database for compliance regulations
- Create technical documents such as technical notes, qualification documents, instruction manuals, training materials and service protocols
- Maintain a Support Portal ensuring internal and external customers receive exceptional service experience
- Share feedback from customers and service requests with cross-company teams for process improvement and future product development
- In-house inspection and maintenance of devices to identify failure modes as required
- Perform functional instrument tests, including software and firmware tests in cooperation with product development teams
- Support and conduct technical trainings for global support teams

Your Education & Competences To Be Successful:

- A Bachelor's or Master's degree in a scientific or technical field is required (e.g. bio-chemistry, life science, nanotechnology, mechatronics or related), a PhD is also valued.
- A strong customer focus, can-do attitude and willingness to take on customer challenges
- 2-3 years of experience in service and support of scientific instruments
- Structured troubleshooting skills and an openness to learning new tools and techniques
- Excellent communication skills in German and English, able to explain complex aspects to different user profiles in a remote environment. Knowledge of French is an advantage.
- Experience in flow cytometry, fluorescence microscopy, or light scattering techniques is a plus

What We Offer:

- A permanent contract with an attractive compensation package
- Company car for business / private use
- Latest generation smartphone and laptop
- An entrepreneurial environment with a strong team spirit and flat hierarchy
- Opportunities for personal growth and responsibility
- Opportunity for home office and flexible working hours (case-by-case consideration)
- 30 days of annual vacation and a company bike leasing program

Application Process:

We are excited to receive your application documents, including a CV and motivation letter with your earliest starting date and salary expectations in PDF format at karriere@particle-metrix.com

For any questions, please contact us at:

Particle Metrix GmbH

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