



# Amphasys AG

*Reinventing Single Cell Analysis*

We are a highly innovative and internationally active high-tech company, specialized in pollen quality analysis for the seed industry. We provide technology and services based on our patented microchip technology. For the further market development we are looking for a

## Customer Support Teamleader

In this important function you will take over responsibility for the motivated support team. Your main tasks will include:

- Develop and lead the support team beyond technical expertise to a business enabler on eye level with the customer
- Coordinate and execute after-sales support including installations of instruments, on-site training, customer care, application support and preventive maintenance
- Support the supporters and train the trainers, e.g. optimize processes and documentation for installations of instruments, maintenance visits and customer trainings
- Lead important customer projects, take responsibility for the design of experiments, data analysis and presentation of findings
- Collect customer feedback and understand customer needs and interests. Track customer issues with regular analysis for improvement of our support and products
- Interact closely with the sales and the R&D teams to constantly improve products and services as well as internal processes

You have a service-oriented personality and are willing to travel. Your positive spirit, drive and excellent power of comprehension allow you to work in a structured and reliable manner on a high quality level. We expect the following qualifications for this important position:

- Master level in Natural Sciences (preferably in plant biology or agronomy) or in Engineering, with strong affinity to biological applications
- Entrepreneurial spirit, communicative and customer-oriented senior personality with a natural affinity to support, training and project collaboration
- Experience as team leader, able to equally inspire team members, peers and customers in a multicultural environment
- Strong organizational skills, able to initiate, execute, supervise and support implementation projects with customers
- Excellent skills in English. German and other languages are of advantage.
- Experience with seed production and pollen is a strong plus.

What we offer:

- A versatile work environment in a young, emerging company with an enthralling technological background
- An interdisciplinary and inspiring working atmosphere, close to the management, with the potential for professional development
- A modern workplace at Technopark Lucerne with great infrastructure and easy accessibility

Are you interested and committed to play a crucial role for the success of our company? Then we are looking forward to receive your detailed application including picture which you please send by e-mail to [marcel.ottiger@amphasys.com](mailto:marcel.ottiger@amphasys.com).