

ASI is looking for a motivated and talented

Customer Support Specialist

ASI is a global leader in the development and sale of computer aided imaging solutions for Cytogenetic, Pathology and Life Sciences.

Job Description

- Perform system installation, calibration, and training for customers as well as setting up a network of systems at the customer's site
- Provide field sales and applications support in pre-sale tasks
- Troubleshooting, fault fixing, and root cause analysis
- Bring new field inputs on applications and customers' needs to R&D
- Writing technical documents
- Document using a CRM system (Salesforce)
- Frequent travel abroad
- Intensive working hours, on a flexible schedule

Job Requirements

- Education: Information Technology/ Biomedical/ Biotechnology
- Knowledge in computers, operating systems and networks - **Must**
- IT background- **Advantage**
- At least 2 year experience in customer support, working with customers/distributors abroad (in the medical field arena – Advantage)
- Knowledge System's hardware and software, including installation and maintenance
- Good communications skills in English, both written and oral
- Capability of working both individually and in a team
- Willing to work unconventional hours
- Experience with CRM – Advantage
- Experience in Reading / Writing technical documentation - **Must**

send your cv to michalh@spectral-imaging.com

