

Technical Support Specialist

At Okolab we design, manufacture, and distribute precision instruments to enable advanced imaging on living samples. When you are a part of Okolab, you'll do challenging work in a team that values performance, quality and innovation. As part of a successful, growing global organization you will be encouraged to perform at your best.

Scope of the position

We are looking for a teammate with strong interpersonal skills and a sound technical background to cover the position of European Technical Support Specialist. In this role you will support our customers, business partners and internal salesforce on all our products.

The successful candidate will require a sound technical background to undertake analysis, diagnosis, and resolution of user's problems, which may range from straightforward to more complicated technical issues.

What will you do:

- Act as a single point of contact for phone calls, chat messages and emails from users and business partners regarding technical issues and queries.
- Ensure prompt responses to clients' needs in a professional way and find quick solutions
- Identify technical problems through live remote sessions.
- Advice about the installation and maintenance of our products.
- Identify recurring technical issues.
- Support the product development process working closely with the R&D and Quality Departments.
- Support the internal salesforce about technical topics.
- Manage multiple tasks simultaneously without guidance or help from seniors or peers team members

What we need from you:

- Excellent verbal and written English communication skills
- Active listener approach
- Tenacious problem-solving skills
- Interest in learning the technology behind products
- Ability to liaise with people at all levels, from technical experts to novice users
- Ability to work in multiple tasks and handle priorities

What we offer:

- Multicultural environment
- Interaction with scientists and talented customers
- Chance to be part of a growing organization
- Usage of languages
- Competitive compensation package
- Benefits: private health insurance, lunch coupons.
- Career development and training.

OKOLAB SRL - NAPOLI

Via A. Olivetti, 1 - 80078
Pozzuoli, NA, Italy

OKOLAB SRL - ROVERETO

Be Factory - lot B08.01
Via delle Zigherane - 38068
Rovereto, TN, Italy

OKOLAB USA INC.

233 Merchant Street, Suite
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OKOLAB SHANGHAI CO., LTD.

Rm.3732, 37F, Tower B, Xincanhejing
International Business Center, No. 391
Guiping Rd., Xuhui Dist., Shanghai
200233, China



WE ARE HIRING

Technical Support Specialist

26 Aprile 2022

Job Post 08

Please send in your application in English at jobs@oko-lab.com.

About Okolab

We manufacture precision instrumentation for Live Cell Imaging and Human Assisted Reproduction.

We have offices in Italy (Naples and Rovereto), in USA (Ambridge, PA) and in China (Shanghai).

Okolab is an Equal Opportunity Employer and does not discriminate on the basis of race, colour, religion, sex, sexual orientation, gender identity, national origin, disability or any other legally protected status.

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