



WE ARE LOOKING FOR A Scientific Customer Support

We develop insights- for the health and life of people

We are a leading, future-oriented young company for biosensors and digital diagnostic platforms. We build the core competencies of our company on the qualifications of our employees and their many years of practical experience. At our location in Berlin-Adlershof with about 30 employees we develop and produce a novel digital diagnostic platform for rapid antibody diagnostics and soon also revolutionary DNA rapid diagnostics.

We address industrial companies, laboratories, physicians, clinics and pharmaceutical companies that require timely results and reliable statements in the field of immune and targeted DNA diagnostics.

The company is constantly growing. We are looking for a

Scientific Customer Support

Your tasks

- Support our customers in clarifying their questions regarding our products (e.g. iDx LegioTest 1.0, a rapid Legionella test, or qPCR tests for SARS-CoV-2) and further future products
- Solving advanced customer issues in close cooperation with product management and our R&D department
- Handle ordering and platform-based maintenance activities for our customers
- Management and data processing of incoming customer samples in the Laboratory Information Management System - LIM System- (currently qPCR testing for SARS-CoV-2, with additional laboratory services planned in the future)
- Creating and continuously updating FAQs and other product related documents.
- Creating documentation and training materials for our products

Your profile

- Completed studies, desirable but not mandatory, in a scientific or medical field, or completed commercial vocational training with experience in customer service
- Experience in customer support, desirable by means of ticketing and/or LIM system
- Interest in bio-medical issues
- MS-Office skills
- Class B driver's license
- Business fluent in English



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Your personality

- Independent, analytical and structured way of working
- Enjoys practical laboratory work as well as working with equipment and software
- Team player with a passion for innovative and interdisciplinary work

Our offer

- A great team in a company that is on a very successful path
- Personal and professional career opportunities
- Benefits such as company pension plan
- Free drinks (coffee, tea, water) fruit and vegetables in the office
- Possibility of mobile working
- Freedom to develop and implement your own ideas
- Attractive compensation
- A dynamic and innovative working environment in the heart of the biotech scene in Berlin-Adlershof

If you would like to be part of something big and you see yourself in the profile, we look forward to receiving your complete application documents with earliest possible starting date to Sabine Massenkeil-Kultus, career@inventicsdx.com.