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transform the world.

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Genomics Technical Support Engineer Cheadle, UK

Have you recently graduated?

Are looking for your next career opportunity?

Agilent's Life Sciences Solution Unit provides integrated workflow solutions including instruments, software, consumables and services that enable customers to identify, quantify and analyse DNA, RNA and proteins in both life sciences and Chemical Analysis markets including biopharmaceutical industry, academic research centres, pharmaceutical, energy, environment, food and diagnostics. Information about Agilent is available at www.agilent.com.

Due to the fast-growing sales of our service organization, we are currently searching for a Technical Support Engineer based in our Manchester Sales & Service Centre. You will join a successful team of Technical Support Engineers that deliver day-to-day remote support for Genomics products.

This challenging role can be described as a combination of general technical advice, application support and troubleshooting through telephone/email/web communications in combination with onsite support when required.

Responsibilities:

- You will be providing a high level of reactive and proactive technical services in support of Agilent's solutions.
- You will be responsible for remote trouble shooting on hardware, software products and application support.
- You will be responsible for carrying out on-site installation, preventative maintenance and repair of Agilent and multi-vendor systems when required.
- You will be providing problem resolution in order to optimize the efficiency and availability of customers systems.
- You will be responsible for working proactively to prevent technical issues from occurring.

Are you highly motivated, goal oriented and taking ownership of your responsibilities? -- Then we are the perfect partner.

Qualifications:

- Bachelor's or Master's degree in a Biochemistry or in a Life Science based discipline
- Experience in genomics techniques would be preferable with practical experience with electrophoresis, qPCR, microarray and NGS technologies. Specific experience of using automated electrophoresis systems such as Bioanalyzer, TapeStation or Fragment Analyzer would be advantageous
- Must be confident and competent to address technical enquiries from scientists at all levels
- Excellent remote troubleshooting skills
- A clearly demonstrated structured approach to work with the ability to handle high pressure
- The ability to organise and priorities your workload effectively

- A strong valuation of processes and the ability to follow them accordingly with strong attention to detail
- The ability to set customer expectations and balance customer requirements with Agilent's business needs
- Independent when working and excellent communication skills

Agilent offers [core global benefits](#) to all staff - but in addition to these, the UK business offers:

- Agilent Result Bonus
- Stock Purchase Plan
- Life Insurance
- Pension
- Healthcare
- Employee Assistance Program
- Holidays
- Company activities
- On-site educational events.

We will make sure you get all the training and development opportunities you need to become the best in your field.

[Interested?](#)

The position will remain open for applications until a suitable candidate has been identified.

[Please apply online](#)

Agilent Technologies is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to disability, protected veteran status or any other protected categories under all applicable laws.