Point of Care - Field Application Specialist - Nationwide

Job ID: 202103-106164

**Job Function**
Technical & Application Support

**Location**
Indiana

**Company/Division**
Pharmaceuticals

**Schedule**
Full time

**Job type**
Regular

**Job Level**
Individual contributor

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**The Position**

Nationwide Position - must live within 50 miles of major airport

90% overnight travel

**Job Facts:**

This is an exciting time to join Roche Support Network. If you are passionate for problem solving then this is the position for you! As a research-focused healthcare company, Roche discovers, develops and provides innovative diagnostics and therapeutic products and services that deliver significant benefits to patients and healthcare professionals - from early detection and prevention of diseases to diagnostics, treatment and treatment monitoring. Roche is a successful company that can offer exciting career opportunities. We encourage and support your development in areas of your interest which will prepare you for the next level in your career path. We know that people are responsible for our success and we value our employees. Our commitment is to create a work environment where feeling valued, respected, and empowered is a daily experience.

**The Opportunity:**

The Roche Support Network group is committed to providing industry-defining support to its customers. Primary duties involve acting as the primary liaison/customer representative throughout the implementation, Roche solution correlation, and future clinical application support., Includes planning and coordination for the implementation and customer training, as well as problem solving issues that arise for customers throughout the life cycle of the solution.

Provides highly visible, self-supervised and self-directed, extensive on-site advisory customer support through the consultative performance of complex implementations of Roche solutions and tailored customer training for Roche solutions to meet customer needs based on an individualized assessment of the customer’s personnel, organizational structure, workflow and maximization of equipment capabilities, which may include: equipment, applications, systems, and IT solutions. Acts as an advisor on customer issues and drives efficiencies & optimization for the customer and Roche through independent
analysis and problem solving. Additionally, will be responsible for increased sales revenue by identifying opportunities for new system consumables for clients (i.e. reagents, primary antibodies, bio-markers, software). Performs these job duties remotely and independently.

Advanced and specialized knowledge generally of particular area, system or equipment with regard to technologically advanced instruments and scientific applications. Requires specific training and certification. Utilizes independent judgment and discretion in analysis of customer particularized needs and problem solving issues that arise both during and after implementation process. May adapt procedures, processes, tools equipment and techniques to meet the more complex requirements of the position. Independently analyzes and resolves most customer questions and problems and refers only the most complex issues to higher levels.

Provides project management responsibilities and conducts business process reviews. Serves as subject matter expert with customers. Actively engages in marketing or product development initiatives.

Responsible for maintaining and continuously improving the quality system and achieving quality objectives through daily actions.

Regular and predictable attendance is an essential function of this highly responsible position.

Who you are:

- Associate's degree in Medical Technology, Information Technology, Computer Science or Clinical Laboratory Sciences
- 3 years of previous experience in a clinical laboratory or IT in a clinical lab environment
- Ability to learn Roche solutions (i.e. chemistry, immunology, molecular, life sciences, IT solutions), and stay current with industry trends.
- Effective written/verbal communication skills as well as project management experience
- Effective customer consultative skills which includes advanced scientific knowledge and analysis, exceptional customer engagement, and fostering of strong customer relationships.
- Can work as a field based individual contributor with independence and autonomy

Colorado applicants are not eligible

#LI-MG1

Who We Are

Genentech, a member of the Roche group and founder of the biotechnology industry, is dedicated to pursuing groundbreaking science to discover and develop medicines for people with serious and life-threatening diseases. To solve the world's most complex health challenges, we ask bigger questions that challenge our industry and the boundaries of science to transform society. Our transformational discoveries include the first targeted antibody for cancer and the first medicine for primary progressive multiple sclerosis.

Diversity and Inclusion (D&I) are critical to the success of our company and our impact on society. We believe that by championing diversity of background, thought and experience, we can foster a sense of belonging and provide an environment where every employee feels valued, included, and able to contribute their best for the patients we serve. We’re focused on attracting, retaining, developing and advancing our people to their full potential by
rewarding bold ways of thinking and integrating inclusive behaviors into every aspect of our work.

Genentech is an equal opportunity employer & prohibits unlawful discrimination based on race, color, religion, gender, sexual orientation, gender identity/expression, national origin/ancestry, age, disability, marital & veteran status. For more information about equal employment opportunity, visit our Genentech Careers page