

Why is one person more likely to develop a disease—like cancer, diabetes or Parkinson’s—than someone else? Why would one person respond differently to treatment than another? Illumina’s technologies are helping researchers around the world to answer these questions and others, on a scale not even possible a few years ago.

Illumina is the only life sciences company developing genome-wide technologies for genotyping, gene expression and sequencing—the three cornerstones of modern genetic analysis. By enabling studies of thousands of patient samples at once, our products set genetic discovery on fast forward. And we’re just getting started.

Support Scientist, Genotyping & Gene Expression

As an in-house Support Scientist (Technical Applications Scientist) of Gene Expression, Genotyping and Sequencing, you will provide technical advice and troubleshooting assistance focusing on Illumina’s platforms. You will also provide training to customers and to technical and commercial employees at Illumina. As a key member of the Customer Solutions Team you will also assist in the development and improvement of key commercial processes to ensure that Illumina provides its customers with world class technical support. Candidates will receive extensive product training, competitive salaries and stock options. Illumina is growing rapidly and offers excellent opportunities for career development.

Job duties include but are not limited to:

- Answer, evaluate, and prioritize incoming phone, email, and in person requests for assistance from customers
- Handle problem recognition, research, resolution, and follow up for routine and complex problems.
- Provide technical guidance regarding the choice and use of the appropriate Illumina product to existing and prospective customers
- Develop, write, and edit technical documentation and training materials for internal and external customers.
- Participate in core product sustaining and development teams.
- Triage and dispatch issues requiring field support to Illumina Engineers and Applications Scientists
- Log and manage customer feedback using Illumina's tracking database

Qualifications:

- Ph.D., M.S, or B.S. with plus 3 years relevant lab experience in molecular biology, genetics, bioinformatics or related field.
- Customer support experience highly desirable.
- Extensive practical Sequencing experience
- Excellent analytical, problem solving and interpersonal skills required
- Outstanding written and verbal communication and training skills a MUST
- Willing to travel up to 15%

When you join the high-performing team at Illumina, your work takes on new meaning—to an exponential degree. Our growth, our positive culture, and the impact our products are having in the world ignite a passion that drives our people forward. And together, we accomplish beyond expectations.

experience the power of 

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