



At biocrates, our mission is to make metabolomics accessible to facilitate breakthroughs in biomedical research. With our pioneering phenotyping products and services, we are changing the way health is measured. We help scientists and researchers gather new insights about disease prevention, laying the foundations for modern personalized medicine.

If that excites you as much as it excites us, consider joining our team.

To strengthen our team in Innsbruck, we are looking for a full-time as soon as possible

## Specialist | Applications Support (f/m/d)

### What you'll be doing

- Support biocrates' metabolomics kits and software through installations and trainings for new users (remote and on-site)
- Provide professional guidance to new customers through sales-related technical, analytical, and scientific support
- Perform kit demonstrations and participate in metabolomics user meetings
- Write and revise comprehensive and easy-to-use product documentation, e.g. user manuals
- Evaluate customer's data quality and analytical performance of kit measurements through LC-MS data processing
- Support the ongoing digitalization and automation of support tools
- Assist with product launches and adaptations of kits to new LC-MS platforms
- Collaborate with product manager at biocrates and proactively communicate with clients, organize feedback, and conduct customer surveys to improve support and product development
- Liaise between interdisciplinary teams such as product development and sales

### Does this sound like you?

- Interest in human health, metabolism and biochemical pathways
- Profound biochemical knowledge, preferably with a focus on metabolomics, lipidomics and | or medical research
- Exceptional knowledge/experience in the field of (U)HPLC and mass spectrometry, especially LC-MS
- Experienced in biological sample preparation, e.g. blood, tissue or cells
- High level computer skills related to Excel and Word
- Strong problem-solving skills and troubleshooting experience, analytical mindset with the ability to perform thorough data analysis and find creative solutions
- Anticipate new opportunities and take responsibility to shape strategic projects
- Ability to set and work under ambitious timelines and to learn and improve from setbacks
- Self-motivated and capable of working independently
- Accountability as a driver for innovation
- Fluent understanding of German and English as you will be part of an international team and communicating with customers from around the world
- Open to traveling up to 20% of your working hours, focusing on Europe

### Our offer to you

- Become part of a dynamic team with the global market leader in metabolomics
- Personal and professional development in a supportive environment with likeminded colleagues
- Work in modern research facility with state-of-the-art scientific instrumentation and equipment
- Flexible working hours
- Welcoming working atmosphere with an open-door management policy
- Enjoy social benefits living in the pleasant city of Innsbruck with a great connection to public transportation

### About biocrates life sciences ag

biocrates, based in Innsbruck, is a global leader in the increasingly important field of Targeted Metabolomics. Our metabolomics kits are used in laboratories around the world. We work closely with our customers helping to measure samples and interpret metabolomics data. You can find out more about us and our products at [biocrates.com](https://www.biocrates.com) or on [LinkedIn](#).

### Ready to apply?

We look forward to receiving your application at the following [link](#) or at [career@biocrates.com](mailto:career@biocrates.com).