



Job Title: Technical Support Associate

Job Summary

Responsible for handling customer calls of a technical nature and to provide service and resolution to problems. Provides support, product installation and education at customer facilities to ensure proper usage of equipment. Performs blood draws for use in testing of products.

Duties and responsibilities

- Installs company product at customer locations as required.
- Instructs end users in the correct application and use of Drucker Diagnostic's products.
- Answers telephone calls and e-mails from users and assists in troubleshooting devices.
- Interact with Customer Service to arrange for device repairs and replacements.
- Refers regulatory compliance questions to Technical Specialist or Supervisor
- Performs blood draws for volunteer blood donation program
- Will prepare and/or engineer blood samples for internal studies, reportable range verification, or as needed.
- Assists in the installation, maintenance, & calibration of company research laboratory equipment.
- Assists Product Development, Manufacturing, and R&D by performing company product testing, feasibility studies, and verification & validation studies.
- May be asked to perform testing and provide technical input used in the creation of Operators manuals, Technical Support Bulletins, Technical Tips, white papers or other customer facing documentation.
- Assist with inside sales queries as a Technical Sales & Support role
- Other duties as required

Qualifications

- Exceptional customer service skills
- Strong technical aptitude
- Proficient understanding of medical terminology and medical tests and procedures
- Fundamental knowledge of hematology and complete blood count analyzers a plus
- Strong organizational skills
- Good problem solving skills
- Ability to multi-task

Education and Experience

- Associates Degree in Medical Technology or related field
- 4-year degree preferred
- 3 or more years related experience in a hospital, urgent care, or clinical setting. Laboratory experience preferred.
- Must be qualified to perform blood draws

Skills

- Excellent oral and written communication skills
- Working knowledge of Microsoft Office Suite
- Experience with Epicor a plus

About this company

Drucker Diagnostics was recently formed by the merger of QBC Diagnostics and The Drucker Company. Our centrifuges accommodate testing needs in medical, research and industrial laboratories. The Horizon line of centrifuges incorporate an exclusive and patented horizontal rotor allowing for quick and easy sample loading with complete horizontal separation. We also provide hematology and parasitology products for a number of diverse markets and applications. The STAR Centrifugal Hematology System is the world's only dry hematology system providing easy and simple operation. The Paralens microscope attachment provides a low cost, portable fluorescence microscopy solution for accurate and sensitive diagnosis.

With a distribution network that operates in over 50 countries, our employees and partners are dedicated and committed to provide innovative solutions for healthier world.



QBC STAR



Autoread Plus



ParaLens Advance



QBC Tubes



F.A.S.T. AFB Kits



F.A.S.T. Malaria Stain



SampleSafe Lock Box



642E Centrifuge