

For its site in Cressier (Fribourg), Bio-Rad is looking for a:

**BIO-RAD**

## Technical Product Support Manager (100%) Instruments, Reagents & Software support

Bio-Rad is an innovative company and thanks to its laboratory diagnostic systems, world leader in the field of blood group serology.

### Your tasks

- You lead and coordinate the different groups within your department, define priorities and make relevant decisions.
- You manage internal and external customers and ensure high level of customer satisfaction.
- You are responsible to ensure the efficiency of work flows; you optimize processes and service delivery as well as customer support activities, in order to improve customer satisfaction.
- Your teams are accountable to set up and manage international workshops and other technical support activities.
- You lead, advance and motivate your team.

### Your profile

- You bring sound technical knowledge, ideally in Electronics, Informatics and/or in regulated medical field.
- You have 10+ years of experience in a similar function, possibly in a medical technology or diagnostics environment.
- You have several years of experience in managing a team and proven leadership skills.
- You have sound knowledge in process management (Six Sigma / LSS).
- You feel at ease in using controlling tools within an industrial environment.
- You are fluent in English. French and/or German would be an asset.
- You are ready to travel, mostly in Europe.

Our company is involved in the supply of high-quality products and services intended for diagnostic laboratories. Independence, innovation and commitment are the fundamental values that permeate our company culture, as well as a strong orientation towards our customers and a multicultural environment.

If you feel attracted to this unique opportunity and you would like to take on new challenges, we would like to get to know you. Please forward your complete application (application letter, CV, copies of work certificates and diplomas/degrees, etc.) to the address given in the advertisement.

**Bio-Rad Laboratories**  
DiaMed GmbH  
Human Resources  
Pra Rond 23  
1785 Cressier  
[www.bio-rad.com/careers](http://www.bio-rad.com/careers)