

## Product Support Specialist Job Description

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**Role:** Product Support Specialist

**Reporting to:** Product Support Manager

**Division:** Products Division

**Location:** Hybrid/Remote

**Est. Start Date:** 01/01/2024

**Compensation:** Salary, performance-based bonus, benefits, stock options

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### Company Overview

Precipio has built a platform designed to eradicate the problem of misdiagnosis by harnessing the expertise and technology developed within its operations and delivering quality diagnostic information to physicians and their patients worldwide. Through the company's specialization in diagnostics, Precipio offers a new standard of diagnostic accuracy enabling the highest level of patient care.

Precipio has two divisions: its Clinical Diagnostics Division which operates the company's CLIA/CAP laboratory, servicing oncology practices and hospitals to provide comprehensive diagnostic services for their patient samples, and the Diagnostic Products Division, which develops, produces and sells proprietary diagnostic products to laboratories.

### Job Overview

Reporting to the Product Support Manager, and working closely with Marketing and Sales teams, the Product Support Specialist will help facilitate strong customer relationships for users of Precipio's molecular assays. In this role, you will specialize in assisting new customers through the implementation process for molecular tests, providing product support, and resolving user issues. Your job duties may include creating teaching and instruction manuals, addressing inquiries via email or phone, offering technical support equipment and products, occasional on-site training or support, and collaborating with different departments to develop promotional or supporting items.

### Primary Duties and Responsibilities

- Respond to customer inquiries and issues promptly and professionally.
- Ensure resolution of all customer inquiries
  - Verification that workflow is functioning as intended and identifying any user issues.
  - Provide prompt and professional solutions or guide users to external resources references.
  - Deliver support that meets or exceeds set timelines and metrics.
- Work closely with Sales and Customer Support teams to assist with pre-sales questions and new customer implementation and to serve as the key point of escalation for the teams to ensure a smooth implementation for each customer.
- Maintain records of pertinent information from customer interactions and provide detailed reports regarding customer support and product performance using a variety of software systems.
- Develop instructional manuals and materials for implementation.
- Collaborate with various departments to create promotional or support materials.
- Document product and customer details and recognize usage patterns to provide above comprehensive product support and build resource such as Frequently Asked Questions documents or enhance existing materials.
- Acquire a thorough understanding of the product and its features, and stay updated on any changes or updates to ensure the delivery of accurate information.

### Qualifications

- Excellent written and verbal communication skills.
- Comfortable with technology and able to quickly grasp the intricacies of the product.
- Strong analytical and problem-solving abilities.
- Collaborative attitude to work effectively with cross-functional teams.
- Ability to understand and empathize with customer concerns.

### Education & Experience

- Bachelor's or Master's degree in biological science
  - Familiarity with DNA isolation, PCR, Real-time PCR, High Resolution Melt assays, or other molecular assays.
  - Previous experience in customer support or related role is a plus.
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