



To reinforce its team in **Lausanne, Switzerland**, SmartGene is seeking a

Customer Support & Business Development Manager.

About SmartGene

Founded in 2000 and headquartered in Switzerland, SmartGene is a **bioinformatics application service provider (ASP)** delivering secure, integrated, **software solutions (SaaS)** for the analysis, interpretation, and management of genetic data.

Customers worldwide use SmartGene's cloud-based Modules for clinical management and epidemiological monitoring of infectious diseases involving viruses, bacteria and fungi, or for quality management of industrial products.

We are looking for a proactive and motivated person who will appreciate a highly diverse, multi-functioned, and fast-paced work environment. In this position you will work in close contact with the (bio)-informatics team and with the CEO of the company.

What makes you a great fit:

- Master's degree or relevant professional experience in biology and/or medicine
- Knowledge about sequencing technologies and experience with work in a clinical laboratory. (Our customers represent a highly specialized audience in the area of their expertise e.g. clinical virology, bacteriology, and genetics.)
- Interest in IT, familiarity with office and presentation software, social media
- Excellent written and verbal communication skills in English and French; German is a plus
- The ability to communicate technical aspects to a scientific audience
- Good work organization
- A valid Swiss work permit is required.

About the role:

- You will be in contact with international customers of SmartGene's ASP Modules, manage accounts, evaluate their needs, assist with inquiries and scientific questions
- You will configure ASP Modules on SmartGene's proprietary IDNS Service platform to suit customer needs
- You will perform business development tasks, monitor the market and the related science in close collaboration with SmartGene's management
- You will be involved in regulatory aspects of our work (CE-IVD, ISO, GDPR, and others) and help to assure compliance in that regard
- You will create and maintain marketing materials for our different services
- You will represent SmartGene at customer sites and scientific conferences.
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You will join an ambitious team providing cutting-edge software application services in the rapidly evolving field of genetic medicine and infectious disease. Our customers are university hospitals, diagnostic labs, research centers, and industry.

We will invest in you, helping you to develop the domain knowledge you need to thrive in this fascinating world where computer programming meets DNA.

Please address your resume and cover letter in English to:

**Mme M. Ackermann, SmartGene Services, EPFL Innovation Park, Building C,
CH-1015 Lausanne, Switzerland or via contact@smartgene.com.**

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