



***Do you have a scientific background and an interest in IT plus good communication skills?***

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

## **Scientific Customer Account Manager.**

Recently graduated professionals are encouraged to apply.

### **About SmartGene**

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

Customers worldwide use SmartGene's Modules for clinical management and epidemiological monitoring of infectious diseases involving viruses (including corona), bacteria and fungi, or for quality management of industrial products.

### **About the role**

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 Scientific Director and the CEO of the company.

- You will build relationships with international customers to support them in their use of SmartGene's applications
- You will advise and assist with scientific questions, evaluate customer needs, and provide insight where relevant
- You will configure Cloud Modules on SmartGene's proprietary IDNS Service Platform and train and instruct users, both remotely and onsite
- You will test newly developed products and report back to management
- You will be involved in preparing and maintaining the regulatory dossiers for CE-IVD, ISO, GDPR, and help ensure compliance
- You will create and maintain presentation materials for different tools and services
- You will represent SmartGene at customer sites and scientific conferences (Europe)

**What makes you a great fit?**

- Master's degree in biology or professional experience with gene sequencing and molecular diagnostics in a laboratory
- Experience and a good understanding of sequencing technologies
- Good computer skills (office & presentation software)
- Good written and verbal communication skills in English and French, with the ability to communicate technical aspects to a scientific audience; German is a plus
- Excellent organizational skills.

You will join an ambitious team providing cutting-edge software application services in the rapidly evolving field of genetic medicine, infectious diseases, and beyond. 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 genetics. Again, this role is suitable for recent graduates.

Please note: this position requires a valid, Swiss, work permit.

**Please address your resume and cover letter in English to Human Resources at the following email address: [mackermann@smartgene.com](mailto:mackermann@smartgene.com)**

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Apply today!