



Job Posting

Business :	Technology Infrastructure
Business Segment :	Healthcare Life Sciences
Position Title:	Applications Specialist
Location :	Seoul, Korea
Hiring Manager :	Hyesin Byun
Career Band :	LPB
Career Level :	Experienced
Function :	Applications
Addition/Replacement :	Additional

Position Objective:

The Applications Specialist is responsible for providing proper technical solutions (Application training, Applications consulting, and Experimental troubleshooting) especially **in Upstream Bioprocess applications on time** to enhance customer satisfaction and to generate repetitive sales of GEHC LS products and services.

Key Responsibilities:

1. Provides well-prepared and high quality technical solutions and applications consulting for the issues on Protein separation systems and columns to assure maximum utilization of the customer's products.
2. Communicate effectively with members of applications/service/marketing/sales team to solve customer issues through providing proper support on time.
3. Is personally responsible for customer satisfaction related to system up time, application support, and communication of support plans to the customer.
4. Is responsible of triggering escalation procedures in accordance with customer needs and GEHC LS business segment policy.
5. Ensures knowledge of and compliance with Company policies and quality processes

Qualification :

1. Master degree in Biochemical Engineering, Biochemistry, Molecular Biology, and Biotechnology with at least 3 years of experiences in Cell culture process development or bioprocess manufacturing of protein drug.
2. Has strong inter-personal communication skill
3. Preferred animal cell culture experiences in Bio-pharmaceutical company
4. Has been trained and demonstrated the capability to deliver services consisting of customer Training and Application consulting
5. Be fluent in English