

## Technical Account Representative

We are looking for a technical account representative with at least two years of post-college work experience in an environmental, agricultural, or other relevant laboratory setting. Experience with laboratory instrumentation, wet chemistry, and troubleshooting is a plus.

As a Technical Account Representative, you will work closely with our existing customers and potential new prospects through the entire process of acquiring and learning FIAlab instrumentation. This includes educating them about FIAlab analyzers, working to understand the requirements of their laboratory, and finding a good FIAlab solution for them. This position would also support their accounts in the after-sales process, including traveling to the customer site to install the instrument and train the customers on using the instrument.

FIAlab is a small, fast-growing, and high-tech instrument manufacturer company. We are based in Seattle, Washington. We manufacture sophisticated chemical analysis instruments and develop control software. We are a global company with customers on all seven continents, and an international distributor network.

You will be working in this position primarily with our flow injection analyzers, a type of laboratory instrument that automates wet-chemistry methods for a variety of analytes and industries. While familiarity with laboratory instrumentation in general is highly-desired, it is not a requirement that you have worked specifically with flow analyzers. This position will include a training period which will prepare you for work with our instruments.

The following are areas of responsibility that this position will have:

- **Account Management**
  - Sales of instruments to new and existing customers
  - Relationship management for new and existing customers
  - Educate potential new customers on FIAlab's instruments, support them in migrating to a FIAlab platform, perform live demonstrations of our instruments (in-person and remote)
  - Attend several conferences each year, as part of a team, to meet with industry professionals, generate new leads, and learn more about FIAlab's areas of interest
  - Support existing customers with their instruments, including troubleshooting and training
- **Training, Installation, and Support**
  - Run experiments to optimize methods to improve FIAlab's technical offering, or to meet a specific customer's needs
  - Travel to laboratories to install instruments and train customers on their operation
  - Assist customers with troubleshooting and technical support, which can include hardware, software, chemistry, or often a mix of all three

This position requires highly-technical knowledge of instrumentation and chemistry, along with clear communication and strong organization required to effectively support clients. This position offers an opportunity for domestic travel averaging around 40%, but up to 60% during peak times.

Other skills needed include:

- Problem-solving skills to help resolve customer complaints or needs
- Excellent verbal and written communication skills to troubleshoot issues with clients, and communicate product ideas
- Strong customer service and interpersonal skills dealing with a diverse customer base
- Exceptional analytical skills for analyzing client data
- Time management and multitasking skills in order to handle multiple tasks and accounts at once
- Advanced motivational and negotiation skills, useful in troubleshooting and training situations
- Strong organizational skills and attention to detail

The position offers the opportunity to travel and requires technical knowledge, a high degree of attention to detail, and good communication skills. The person in this position must also be able and willing to work independently and collaboratively. A college degree in chemistry or similar scientific discipline is required. Knowledge of analytical equipment including flow analyzers, ICP, and LC/IC/GC is an advantage. US citizenship or permanent residency is required.