

Applications and Service Manager

About Us

Haemokinesis is an innovative, research driven Australian biotech company committed to satisfying the needs of customers worldwide with fast, reliable diagnostic platforms in laboratory and point-of-care / point-of-trauma in the fields of immunohaematology and emergency medicine.

About the Role

Haemokinesis is seeking an Applications and Service Manager to be responsible for managing the National and International technical support team. The ideal applicant will have significant technical support experience in the clinical diagnostics industry. Knowledge of and experience in laboratory blood group serology would be an advantage.

Full time role based in Hallam, Victoria.

About You

- Bachelor's Degree in Science or similar
- At least 10 years' experience in the Clinical Diagnostics space
- Direct the activities of the Applications and Service teams internationally
- Assure maintained compliance of the Applications and Service department with ISO and other regulatory requirements
- Liaise with sales and marketing teams and with distributor organisations to ascertain support needs for particular markets
- Ensure the support and training activities of the Applications and Service, with both direct customers and distributors, are of the highest quality and delivered in a timely fashion
- Provide senior management with coherent departmental activity and costs reports as requested
- Ensure the inventory of instrument spare parts is maintained at a level to meet the needs of the instrument base
- Clear and effective communication with both internal and external clients.
- Maintain a high level of interaction and engagement with other departments (e.g., sales, production) to ensure coordination of activities
- Strong project management skills
- Some interstate and overseas travel required
- Excellent organisational, analytical and people management skills

Remuneration

Excellent salary package commensurate with experience and skills, with room for advancement. Full time role.

Incredible work satisfaction providing innovative Australian products to the world which will directly and indirectly save lives, improve patient outcomes and raise the standard of available healthcare in many parts of the world.