

Product Specialist — *Implementations & Support*

Indigo designs and markets leading-edge medical software technologies for laboratories to improve healthcare in key areas like opioid addiction and early cancer detection. We deliver cloud-based tools in health related laboratories allowing automation to free human experts from repetitive and hectic jobs, while dramatically improving the speed and quality of instrument data. Our software tools are creating modern labs and doing better science.

Why we think you'll love it here

We strive to create exceptional products built on solid science, intentional design, and polished technology. Indigo is a community of passionate and skilled individuals working together to improve outcomes for patients and doctors while simultaneously improving quality of life in the laboratory.

We believe in creating space for team members to do their best work. We minimize organizational distractions, provide transparent promotion and compensation systems, coach skill building in both team and one-on-one sessions, and utilize the best tools and techniques for the job.

If you:

- Want to make a broader impact on the lives of laboratorians (get the scientists back to the science!)
- Have a passion for technical training and improving laboratory workflows/ processes
- Want a meaningful career that has a direct impact on healthcare and improving patient outcomes
- Love engaging with clients to ensure they succeed
- Want to reach for the next level while working with products that matter

We'd love to have you on our team.

About the role

As a Product Specialist specializing in implementations and support, you represent and apply Indigo BioAutomation's industry-changing products to clients' labs and workflows. You are a master of the capabilities of Indigo's products as well as a friend of the lab, consistently delivering an exceptionally crafted experience for our customers. You have a passion for working with people and want to ensure their success by training and supporting them while using Indigo's products.

You understand the client's business and technical environment. You act as the product champion to the client, connecting product capabilities to real-world needs, helping define and configure the integration and use of the product into a client's laboratory, and actively engaging to explore additional business opportunities that can benefit both Indigo and the client.

You embrace automation to streamline routine details and free your time up to focus on the most critical actions and decisions. You are able to help develop and implement integrations between internal systems and quality procedures to improve the speed and reliability of the defined process controls within Commercial Operations. You are able to take lessons learned from client interactions and turn those into training and self-



help resources for internal and external users of Indigo's products. You are someone who will bring creative, new ideas and has an eye for continuous improvement.

General Responsibilities

- Master scientific and technical aspects of Indigo's products and related topics
- Lead training sessions for groups as part of new customer implementation
- Work closely with our internal project manager to keep all implementations on schedule, and proactively escalate internally as necessary if/when a client is at risk of not implementing on time
- Explain and demonstrate product functionality in a way that is relevant to the client
- Help to develop and refine training and self-help materials for clients on the use of Indigo's products
- Investigate client questions or issues using any necessary internal resources and communicate findings and solutions to clients and maintain and update all necessary documentation
- Gather, refine, and contribute potential product requirements and improvements, based on voice-of-the-customer activities and recurring client questions or issues
- Effectively document any software issues that clients encounter
- Respond to support cases in a timely manner and assist in triage of cases as needed
- Keep up with Indigo's best practices to ensure that the client is satisfied and obtaining maximum value from our products
- Engage in a variety of other pre- and post-sales and support activities; other analytical and scientific tasks as necessary
- Travel required for the purpose of meeting with clients, both pre- and post- sales (~25-30% travel expected)

Experience

- Bachelor's degree or higher in a STEM field, or equivalent experience
- Experience with client facing technical training
- Comfortable with complex software
- Moderate to advanced skills with Microsoft Office
- Experience in instrument analysis in a clinical, toxicology, contract, production, or reference laboratory; especially significant is operational experience with LC-MS and GC-MS systems or PCR, a plus
- Experience with statistical analysis software such as R, Python, SAS, JMP, or similar tools, a plus
- Experience working in a mass spectrometry or PCR lab, a plus
- Strong interpersonal skills
- Strong technical communication skills
- Ability to work in a highly autonomous environment and engage in self-driven learning, as needed
- We are accepting both remote (US only) and local applicants.

**COVID-19 vaccination is required for employment at Indigo BioAutomation. Reasonable accommodation requests will be considered.*

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. Indigo BioAutomation management reserves the right to amend and change responsibilities to meet business and organization needs as necessary. Indigo BioAutomation, Inc. is an equal opportunity employer.

