

Product Specialist – Molecular Diagnostics

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 that dramatically improve the speed and quality of instrument data in a variety of industries. 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.

About You:

- You have lived the challenges of life in the laboratory and want to make a broader impact by improving workflows and processes
- You want to expand your impact as a laboratorian by making a difference in healthcare and improving patient outcomes
- You have a passion for building products and are able to elicit, develop and curate ideas that will deliver value to customers
- You are an excellent communicator across all areas of the company, including engineering to define product release requirements; and marketing to define the market strategy, product positioning, key benefits, and target customers
- A positive customer journey is something you are passionate about
- You regularly roll up your sleeves to execute on a plan, doing whatever it takes to get the job done
- You are flexible, comfortable with ambiguity, and like to wear many different hats
- You 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

Both internally and externally, you are viewed as a trusted advisor and steward for our molecular diagnostic product offerings, continuously working with various internal teams as well as customers. This role spans many activities from strategic to tactical which requires a high level of communication and collaboration with leadership, engineering, marketing, sales and support. You are someone who will bring new ideas and has an eye for continuous improvement.



Working with our molecular clients, you represent and apply Indigo BioAutomation's industry-changing products to these labs and workflows. You bring a unique blend of business and technical savvy, a big-picture perspective, and the drive to make our vision a reality by helping build and deliver our products to molecular laboratories. You are viewed as a friend of the lab and understand the business and technical challenges of their 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 will use your diverse set of skills to drive commercial success for our products making an impact in molecular laboratories.

General Responsibilities

- Master scientific and technical aspects of Indigo's products that target molecular laboratories
- Understand how the molecular market is evolving and if/how current products are not meeting market needs
- Gather, refine, and contribute potential product requirements and improvements, based on voice-of-the-customer activities and recurring client questions or issues
- Collaborate with design, engineering and leadership teams on building and evolving our products for molecular diagnostics
- Assist in translating product strategy into planned work across multiple areas of the organization
- Assist the leadership team in modeling product business potential, including revenue forecasts, based on documented assumptions
- Lead training sessions for groups as part of new customer implementation
- Utilize project management skills to keep all implementations on schedule, and proactively escalate internally as necessary if/when a client is at risk of not implementing on time
- Develop and refine training and self-help materials for clients
- Apply a concierge level of support to clients experiencing any issues to ensure clients are 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, as well as tradeshow (~25-30% travel expected)

Experience

- Experience working in the molecular diagnostics/ mass spectrometry fields
- Significant operational experience in a molecular laboratory
- Experience building/ working in and on new products
- Bachelor's degree or higher in chemistry, biochemistry, medical technology, or related field
- MBA, Master's or PhD degree in computer science or engineering, or related work experience, a plus
- Knowledge of project and product management principles, best practices and procedures of software development projects, a plus
- Knowledge of quality/ regulatory, preferable



*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.

