



Technical Customer Support Lead

VitriCell SA is seeking a multilingual Technical Customer Support Lead to ensure vitrification based product preparation, delivery, and training.

The position is based in Liège, Belgium, and will require travels to client sites in Europe.

VitriCell conceives, develops and markets innovative products for embryo and cell cryopreservation based on an innovative vitrification technology.

The Technical Customer Support Lead is the product champion internally and externally.

He/she is responsible for testing and adapting vitrification technology, providing customer support, QC and troubleshooting.

He/she is supporting VitriCell supply chain.

He/she is customer minded with a strong aptitude to quickly solve customer problems.

He/she is well organized, with a strong sense of priorities.

He/she is comfortable in a fast-changing environment such as a start-up.

Self-started, he/she plays well in team while being able to act autonomously.

Required qualifications :

- Bachelor or Master's degree in life science is required.
- 2+ years of technical experience in a B2B customer support environment, in life sciences, pharmaceutical or biotech company.
- Ability to listen, understand and handle customer issues in a timely manner.
- Excellent organizational and analytical skills.
- Good problem-solving and time management skills.
- Demonstrates interest to learn.
- Excellent writing and presentations skills.
- Fluency in English and French (mastering a third language is a premium).
- Strong interpersonal skills with emphasis on relationship development.

We are offering you an **attractive salary package**.

If interested, please send your application (CV and cover letter) to hr@vitricell.com