



Medikonia is a leading life science distribution company based in Hong Kong. We are committed to making research and diagnostic easier and simpler by offering reliable, innovative and cost-effective solutions to universities and hospitals in Hong Kong.

Providing timely service and distributing the highest quality products are in our company DNA. Medikonia is led, guided and operated by a group of young professionals with strong research backgrounds and our global suppliers are all expertise in life science, cell biology, biotechnology and clinical diagnostic.

What You'll Do

We are looking for enthusiastic people to join our scientific support team. We are passionate about bringing cutting-edge and affordable solutions to the scientists, helping Hong Kong move forward in the life sciences sectors.

Your day-to-day life will be focusing on providing guidance on biological education, applications, troubleshooting and product selection to respond to our clients' scientific and technical needs.

As a Field Application Specialist, you will also be working closely with other highly qualified professionals in our sales team, as well as providing trainings to other team members in the company.

More specifically, you will:

- Be in charge of the technical needs of specific bio-reagent and equipment brands/products, i.e. Lonza, StemCell, Bio-Rad, Cytex Bioscience, etc
- Define growth opportunities and explore potential applications of the responsible bio-equipment
- Support pre-sales and post-sales activities and develop strong customer relationships. Co-visit clients with the sales team regularly.
- Give presentations on specific products, technology, scientific knowledge and more in forms of seminars, techtalks, conferences, webinars and other sharing sessions.
- Coordinate and provide user training, demonstration, troubleshooting as well as other relevant types of technical support to clients
- Conduct training sessions for internal team members to enhance their understanding of biological knowledge, application features and functionalities.
- Maintain a deep understanding of a variety of applications.
- Handle customer complaints about products, investigate and coordinate with suppliers' scientific support team when necessary.
- Provide prompt and effective support to resolve in-house and third-party application-related issues and inquiries.

Requirements

- Must have a Master's or M.Phil degree or above in biochemistry, biomedical sciences, molecular biology, cell biology, chemistry or other related science background
- Excellent in speaking and writing in English, Mandarin and Cantonese
- At least 2 years working experience is preferred.
- Strong technical knowledge and/or research experience in biology, preferably regarding protein assay, flow cytometry and cell imaging.
- Good communication and interpersonal skills
- Passionate about biological applications
- Proactive, attention to detail and ability to remain accurate

At Medikonia, we empower our employees to expand their potentials.

Have you ever felt like a small cog in a large machine, working in a monotonous job and not achieving anything significant? We are the opposite, we are a small humble team. We adopt a flat structure where everyone is considered equal regardless of your position.

Ideas are always welcomed and appreciated. You will have ample opportunities to grow, be involved in important conversations and be able to influence major business and administration decisions. Reach out now if you are ready to make a real impact in a business.

Interested parties, please send your full resume to hr@medikonia.com