



Customer Service & Support Technician (Allergy Diagnostics)

We have revolutionized allergy diagnostics and have been operating successfully in more than 70 countries for over 5 years with our diagnostic products and patented technologies. Our products help clarifying allergies in a single step – for humans and animals alike. Allergies are diagnosed in a highly specific manner so that patients receive help by their specialist in no time. We increase quality of life, enable personalized treatment, advance research, and relieve our health system.

We offer:

- A permanent full-time position (part-time also possible), flexible working hours
- Annual pass for Vienna's public transport and Sodexo vouchers
- Collaboration with people who care about human and veterinary patients alike
- An environment where you feel empowered to ask questions, make requests and offer ideas
- An atmosphere of sustainability, equity, diversity, inclusion, and mutual respect

We need you for:

- Answering technical customer inquiries on site and remotely
- Finding creative approaches to solve technical issues related to automated devices & software
- Training and supporting our national and international customers (10-20% travel activity)
- Administration of support cases and operation manuals
- Testing newly developed products and approaches

Your profile:

- Technical education (HTL or engineering studies)
- Hands-on technical experience (at least 3 years; in a private or professional context)
- Enthusiasm for analysing technical issues, accuracy and the willingness to learn
- Experience in customer care and solid communication
- Proficiency in Microsoft Office and a very good command of German and English
- Nice to have: International experience, programming skills, command of Spanish

For the cooperation in our team, we offer a payment in line with collective agreement based on a full-time position. Your actual salary depends on your previous experience and qualifications. Ready to become part of the MADx team? Then contact us with your CV and/or open questions at jobs@macroarraydx.com.

