



Liquid biopsy • Cells for precision medicine

## **Product Support Engineer – ANGLE North America Inc., King of Prussia, PA**

Come and join our dynamic team of highly skilled, passionate, creative professionals who together are advancing rare cell diagnostics and making precision medicine a reality.

ANGLE has unique technology addressing critical needs in the rapidly growing liquid biopsy market which provides a simple and effective way to capture circulating tumor cells from cancer patient blood. The technology is being commercialized in both Europe and North America – initially to the research market.

We are an equal opportunity employer and provide a challenging and stimulating workplace environment.

### **Position Summary**

We are currently seeking a Production Support Engineer based out of our King of Prussia, PA location. The successful candidate will provide a comprehensive preventative maintenance, fault diagnosis/repair and technical support service for the company's circulating cell isolation products and multiplex analysis products in our own facilities and at customer sites. This role includes assisting the R&D team in developing the company's circulating cell isolation products.

### **Essential Duties and Responsibilities:**

- Carry out designated technical activities, including technical investigation, routine updating and maintenance and repair of ANGLE cell separation instruments (Parsortix) and multiplex analysis instruments (Ziplex) in the field
- Provide remote and on-site technical support including diagnosing and rectifying causes of instrument failure
- Utilize the company's customer relationship management system to log and respond to technical support queries
- Work with the product development, technical support and manufacturing teams to further improve product functionality, performance and reliability
- Maintain and upgrade factory and application acceptance tests
- Support the company's scientists and engineers in documentation management, including maintaining standard operating procedure, customer support documents and device history records within the Company ISO13485 quality system
- Be prepared to regularly travel to customer sites in primarily but not limited to North America (e.g. USA and Canada) which may necessitate overnight stays and periods (up to one week) away from home.
- Report to designated line manager, but collaborate with specified project managers in individual projects and activities

- Adopt a flexible approach to the requirements of the job.

**Required Experience, Education and Knowledge:**

- Minimum 3 years of experience in a related position
- Minimum Bachelor's Degree in Mechanical Engineering or Biomedical Engineering
- Ability to travel 50% - 60% of the time

**Required Skills and Core Competencies:**

- Strong scientific/technical aptitude with proven problem-solving skills
- Exemplary customer service and interpersonal skills
- Strong verbal and written communication skills
- Ability to work both independently with minimal supervision as well in a team environment
- An eye for detail and commitment to high quality data
- Flexibility and a "can-do" attitude
- Entrepreneurial thinking and work ethic

**How to Apply**

Please submit your resume, along with a cover letter to [jobsABI@angleplc.com](mailto:jobsABI@angleplc.com) or apply directly to our website at <https://angleplc.com/careers/>

Please reference the position: "**Product Support Engineer**".

All applications will be kept confidential. We thank all candidates for their interest, but **only** candidates selected for an interview will be contacted.

**Please NO recruiters.**

We value diversity and encourage applications from all qualified candidates including women, visible minorities, Aboriginal peoples, and persons with disabilities.

Please let us know if you require disability-related accommodation or other grounds protected by human rights legislation during the recruitment process so that we can work with you to meet your needs.