

“Make your mark.
Improve lives.”

Jian T.

Roche, Switzerland



Customer Support Lab Quality

Who we are

At Roche, 82,000 people across 150 countries are pushing back the frontiers of healthcare. Working together, we've become one of the world's leading research-focused healthcare groups. Our success is built on innovation, curiosity and diversity.

Project description:

We are looking for an enthusiastic person who can support us in offering and maintaining our solutions for peer-grouping and Quality control in the Clinical Chemistry Laboratories for diagnostic testing. This is including a software solution (TIQCon) as well as the Roche Quality Control reagents.

As a **Customer Support Lab Quality** you are responsible for:

- Installation of the software solution TIQCon. Configuration of the customer specifications in the software. Creation of controls in use, linking tests and instruments, defining lot numbers
- Customer support in (bio-) statistics and Quality Control in the laboratory
- Training of the TIQCon software to customers
- Maintenance of the software: entering target values of new lot-numbers, etc
- Region: localized in Belgium you're supporting the whole country

Who you are

You're someone who wants to influence your own development. You're looking for a company where you have the opportunity to pursue your interests across functions and geographies, and where a job title is not considered the final definition of who you are, but the starting point.

- **You are located in Belgium and available one day per week for one year**
- You have a scientific background with knowledge of (bio-)statistics
- Understanding the national requirements (WIV, BELAC, ...) is a plus
- Trilingual: Dutch, French and English
- Good knowledge of Microsoft Office
- You have good communication and educational skills
- You are eager to learn
- You are client-oriented
- Detail-oriented and carry out more complex tasks with a lot of attention

Offer

We offer a function in a nice and open working environment which enables you to extend and to build up your knowledge in close contacts with clinical diagnostics labs.

Contact

Roche Diagnostics Belgium
Human Resources Department
Telephone: 02 247 46 33 – E-mail: vilvoorde.hr@roche.com

The next step is yours!

Send your application letter and CV to: Vilvoorde.hr@roche.com