

IQ-OQ-PQ - Expert US | (m/f/x)

Contact person customer

Armin Nowack - Managing Director
Christoph Venne - Head of Global Sales

About the Company

Barkey is a German, globally active family business in the second generation, specialized on medical technology in the field of warming devices with a clear goal: prevention of hypothermia.

Barkey GmbH & Co. KG was founded in 1980 by Volker I. Barkey. Today the management consists of the partners Thomas and Christian Barkey as well as the managing director Armin Nowack.

Our portfolio includes devices for thawing or warming of plasma (FFP), blood and stem cells, for heating and preheating of infusion solutions and textiles as well as for heating. Barkey devices are used in anaesthesia, blood banks, intensive care units, operating theatres and recovery rooms in more than 60 countries.

Job description

The IQ-OQ-PQ Expert US will independently take care of the assigned regions. The focus is to implement a high level of support of our customers in Cell & Gene and Hospital as well as actively sales support according to Barkey's growth strategy 2021-2023. Due to the current situation, a hands-on mentality is mandatory.

The job holder will report to the local Business Development and work primarily on site at the customers or from our offices / home office in the Boston-MA or Los Angeles-CA area.

- Perform IQ/OQ/PQ - PM, safety related inspections, maintenance, and repairs on-site, remotely and at our offices for our machines.
- Performing on-site commissioning, user trainings and trainer trainings.
- High level customer support, fault analysis and rapid troubleshooting
- Documentation of IQOQPQ
- Quoting, Explaining Organization of IQOQPQ
- Improvement and creation of new ideas in cooperation with the headquarters
- Analysis of the respective C&G customer needs up to solution implementation together with the R&D team
- Technical defects, contraindications, adulterations or other risks of medical devices and forward this written information to the Medical Device Safety Officer (MP-SB) without delay.

Qualifications, training

- Experience in service business and C&G and hospital structures
- Successfully completed vocational training, ideally a university degree (BS)
- Previous experience in C&G and hospital environment, knowledge of CDMO and hospital structures is desirable
- Familiarity with the biotechnology and large pharmaceutical industry, preferably with established relationships and preferably in the area of cell and gene therapy manufacturing
- Very good understanding of business administration in combination with independent and entrepreneurial action
- Result-oriented action
- Very good communication skills and customer orientation

Personal Assignments

- Openness and commitment, as well as a reliable and obliging way of working.
- Determined personality with a hands-on mentality
- Assumption of responsibility, independent and dynamic way of working
- Very high customer and service orientation
- Organizational strength and structured working style
- Persuasiveness, assertiveness as well as persistence and enjoyment of customer service
- Committed, proactive, willing to learn, communicative
- Strong team spirit and loyalty
- Very high willingness to travel
- Must have a valid US driver's license
- Must be legally authorized to work in the US

Contact:

Barkey Corporation

HR department

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