



Employee Job Description

Job Title: Technical Development Associate **Department:** Technical Development

About Vector Laboratories

Vector Laboratories is seeking a talented and highly motivated individual to join our growing team. As an organization known for its culture of service, reliable products and unmatched technical expertise, our employees are passionate about the impact and quality of their work. The opportunities we provide to work collaboratively and build trusting relationships in a team-oriented environment make Vector Laboratories an ideal place to learn, flourish and contribute to scientific advancement. We genuinely value diverse perspectives and ideas and strive to demonstrate how this approach results in success. With nearly 50 years of history, Vector Laboratories boasts an unparalleled reputation in protein labeling, detection, and conjugation. Our recent mergers and acquisitions have significantly expanded our portfolio, serving the biopharma industry, academia, life science tools, and diagnostics, providing comprehensive solutions to the life science industry. We are looking to take Vector Laboratories to new heights and hope you'll consider joining our globally impactful team!

Job Summary

We are seeking a Technical Development Associate to join our Technical Development Team. In this role, you will provide product and application support, insight, and troubleshooting assistance across Vector Laboratories' portfolio of reagents, helping researchers throughout the life sciences and our distributors worldwide get the most from our products. You may also perform hands-on laboratory work to support troubleshooting, product evaluations, applications development, and new product introductions (NPI) as caseloads allow. You will contribute to our growing company-wide knowledge base of technical documents and resources, and you will support the marketing and sales teams by helping to develop technical materials and content.

The successful candidate is self-motivated, curious, and a creative problem solver who enjoys direct interaction with people. You are a strong communicator and a team player with solid organizational and time management skills, and you are comfortable collaborating across departments to resolve customer questions. This is a customer-facing position, and prior experience in a technical support role at a life science company is a plus, though not required. This position reports to the Director of Technical Development.

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Competencies Identified for Success

Customer-focused	Puts the customer first, works to understand their needs, and connects them to the right Vector products and capabilities. Uses company policies, procedures, and product knowledge to help develop solutions that fit the customer's goals, approaching problems with urgency and a genuine desire to help.
Technical proficiency and problem solving	Builds technical and product proficiency and applies it to solve problems of limited scope. Analyzes situations or data by reviewing identifiable factors, exercises judgment within defined procedures, and escalates more complex issues to senior team members.

Communication	Explains straightforward technical issues clearly in written, verbal, and visual form, adapting style to the audience. Shares information early and transparently, asks for help and feedback readily, and recognizes the contributions of others.
Organization	Manages multiple tasks and prioritizes effectively, balancing customer needs with company objectives and capabilities.
Collaboration	Builds strong, trusting relationships with customers and colleagues, works cross-functionally across internal teams and external partners, and helps build alignment on routine situations to support the success of the business.

Responsibilities

- Provide prompt, accurate, and professional technical support by phone and email to domestic and international customers, covering pre- and post-sales product use, application guidance, troubleshooting, and complaint handling
- Log and maintain accurate, detailed records of customer interactions and cases in the technical service database
- Generate and maintain technical documentation, including certificates of analysis (COAs) and datasheets, and help organize and maintain documentation across company brands
- Collaborate with colleagues across departments to investigate customer inquiries and resolve issues.
- Expand and organize the product knowledge base by capturing insights from independent research, customer inquiries, and feedback
- Assist in developing marketing and technical collateral, such as product flyers, specification sheets, brochures, graphics, and digital content for web, email, and social media
- Perform hands-on laboratory work to support troubleshooting, product evaluation, applications development, and new product introduction (NPI) alongside field application scientists and R&D as needed
- Gather and share feedback on competitive products and market information
- Escalate complex or unresolved issues to senior team members or the appropriate department in a timely manner
- Follow established quality and documentation procedures in line with the company's quality management system.
- Represent the company at life science trade shows, vendor events, and conferences as needed.
- Consistently deliver a positive customer experience.
- Performs other duties as assigned

Job Qualifications

Required

- Bachelor's degree in biology, chemistry, or a related life science field.
- Working knowledge of common life science techniques, including immunohistochemistry, immunofluorescence, ELISAs, blotting, flow cytometry, or nucleic acid applications.
- Excellent written and verbal communication skills, including the ability to explain technical concepts clearly.
- Strong attention to detail and a customer-focused mindset.
- Ability to work both independently and as part of a team to accomplish department and company objectives.
- Interest in contributing to applications development and new product introduction (NPI) alongside field application scientists and R&D teams.
- Comfortable collaborating with senior staff and management to resolve more complex cases.
- Ability to travel up to 5% for business as needed.

Preferred

- Hands-on experience with immunohistochemistry, immunofluorescence, or related histological methods.

- Working knowledge of linkers and bioconjugation.
- Familiarity with the global life science reagent market and products.
- Previous technical support or customer-facing experience.
- Experience with Salesforce or another CRM platform.
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Compensation

The anticipated salary range for this position is \$72,000.00 – \$89,000.00. The salary offer will depend on multiple factors, including the successful candidate's skills, experience, and other qualifications.