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**Job Title:** Sales Support Specialist

**Post Date:** March 15, 2011

**Summary:** Bellevue, WA – The sales support specialist's role is to oversee all aspects of software training and support, and act as the primary point of contact for customers of DRVision's teachable microscopy image analysis software SVCCell.

#### **RESPONSIBILITIES**

- Develop and lead SVCCell training workshops for end users and sales channels
- Develop online training materials
- Develop, maintain and manage the SVCCell support forum
- Attend sales meetings, workshops and exhibitions and perform customer demonstrations
- Act as the point of contact for communication with customers, sales representatives, applications group, and accounting to resolve various issues pertaining to customer accounts
- Perform other related duties as assigned

#### **MINIMUM LEVEL OF EDUCATION**

- Senior year of study (undergraduate)
- Field of study: Bioengineering, biology or related field

#### **REQUIRED QUALIFICATIONS/SKILLS**

- A minimum 2 years experience in product training and customer service is required
- Microscopy imaging experience, specifically in computer integration, scientific imaging software and microscope knowledge is essential
- A working knowledge of Microsoft Office Suite (Word and Excel) is essential
- Must have excellent verbal and written communication skills
- Must have excellent customer service skills
- Must be able to drive change and improve processes
- Regular travel (~20%) is required

#### **COMPANY DESCRIPTION**

DRVision Technologies LLC develops and markets the teachable microscopy image analysis software SVCCell, a revolutionary solution platform for broad, high content and live cell image analysis. Powered by recipes, it can address an unprecedented range of applications. Its Soft Learning™ technologies and teach-by-example interfaces make it possible for non-experts to quickly create scalable and novel image analytics.

DRVision is a technological innovator with 41 issued US patents in high-speed image processing, pattern recognition, machine vision, automatic learning, spatial reasoning and data mining. Since 1999, DRVision has been pioneering the use of learning technology in a broad range of practical image recognition applications. SVCCell development is partially funded by the National Institutes of Health (NIH) under multiple Small Business Innovative Research (SBIR) programs worth over \$6M. For more information, visit [www.drvtechnologies.com](http://www.drvtechnologies.com)