

Open Position at Alithea Genomics

Bioinformatics Customer Success Intern

About Alithea Genomics

Alithea Genomics, headquartered in the vibrant Biopole campus in Epalinges, is an EPFL spin-off biotechnology company specializing in providing innovative transcriptomics solutions for discovering new biomarkers and drug development. We are committed to impacting biomedical research by delivering high-quality RNA-seq services and kits to researchers worldwide. At the same time, we are continuously expanding our range of high-throughput transcriptomics products and applications through ongoing research and development efforts. Our multinational team comprises passionate entrepreneurs, engineers, and scientists dedicated to creating new solutions and driving the growth of the transcriptomics field.

Position

We seek a motivated and enthusiastic Bioinformatics Customer Success Intern to join our team.

As a Bioinformatics Customer Success Intern, you will acquire a wide skillset in RNA-seq data analysis, make customers' projects your own, and play a crucial role in assisting our customers with technical inquiries, troubleshooting issues, and providing guidance on the use of bioinformatics software tools.

This internship offers an excellent opportunity to gain hands-on experience in bioinformatics and customer communication while working closely with our Service and Sales Team.

Key Responsibilities

- Acquire the necessary skillset and understanding of massively multiplexed RNA-seq data analysis.
- Provide timely and professional responses to customer inquiries via email and calls.
- Guide customers through data analysis workflows and help them interpret results.
- Assist customers with software installation, configuration, and troubleshooting.
- Collaborate with our Service and Sales team to escalate and resolve complex technical issues.
- Document customer interactions, feedback, and solutions for internal knowledge sharing.
- Contribute to creating support materials, including tutorials, FAQs, and user guides.

Qualifications

- Master's degree in Bioinformatics, Computational Biology, Genetics, or a related field.
- Strong interest in bioinformatics and genomic data analysis.
- Familiarity with bioinformatics tools and databases (e.g., BLAST, NCBI, Ensembl).
- Experience working with RNA-seq data.
- Strong knowledge of one of the programming languages commonly used in bioinformatics, such as Python, R, or Perl.
- Excellent communication skills, both verbal and written.
- Ability to work independently and collaborate effectively in a team environment.
- Prior experience in customer support or technical assistance is a plus.
- Enthusiastic about learning and adapting to new technologies and methodologies.

Duration and Compensation

This is a paid internship position for at least 6 months. The intern can work remotely and on-site at our office in Epalinges.

How to Apply

Interested candidates should submit their resumes and brief cover letters highlighting their relevant experience and why they are interested in the position. Please include any relevant coursework, projects, or extracurricular activities related to bioinformatics and customer support. Applications can be sent to jobs@alitheagenomics.com