

Colombia Jobs Expertini®

Sr. Informatics Sales Specialist - LATAM

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Company: Illumina

Location: Bogota

Category: other-general

What if the work you did every day could impact the lives of people you know? Or all of humanity? At Illumina, we are expanding access to genomic technology to realize health equity for billions of people around the world. Our efforts enable life-changing discoveries that are transforming human health through the early detection and diagnosis of diseases and new treatment options for patients. Working at Illumina means being part of something bigger than yourself. Every person, in every role, has the opportunity to make a difference.

Surrounded by extraordinary people, inspiring leaders, and world changing projects, you will do more and become more than you ever thought possible.

****Please submit your resume in English. English is required for the position.****

Position Summary:

The Senior Informatics Sales Specialist will use their strong genomics and Informatics technical knowledge and expertise to identify and close Informatics opportunities. This involves selling to prospective customers and Illumina colleagues on Next Generation Sequencing and Genomic data analysis pipelines, applications, and products primarily for genetic and clinical research or testing. They will act as an influencer and expert resources for customers and others to ensure success while enabling sales growth through strategic activities and creative problem-solving. The Informatics Sales Specialist should be viewed as a “go-to” subject matter expert for all things Informatics, with a primary focus on Illumina’s core products (Clarity LIMS, BaseSpace, DRAGEN, Emedgene, ICA, ICI) and their synergies.

As an Informatics Sales Specialist, you impact data analysis and management transformations through effective engagement with C-level executives, business

development executives, IT leaders, architects, developers, and bioinformaticians. You are establishing Illumina as a prominent cloud-based platform provider to the Research, Clinical, Pharma, PopGen, and Healthcare sectors.

Responsibilities:

Drive customer adoption and utilization and thus sales growth of our Informatics products by: Providing technical guidance and subject matter expertise during the sales cycle. Areas of expertise include, but are not limited to: NGS research data analysis, management, sharing, and storage Analysis, annotation, interpretation, and reporting from NGS testing in a clinical environment Integration of Laboratory Information Management Systems (LIMS) in end-to-end workflows Cloud based pipelines optimization and automation Bioinformatic approaches for specific genomics applications and methods Data science, including AI and Machine Learning Consult with customers on informatics requirements (such as hardware and software required for data analysis). Typically, application-specific about certain Illumina products Provide in-depth product demonstrations and proof-of-concept analysis or implementation to demonstrate product fit in the customer's specific setting Manage POCs that extend post-sales into the early phase of customer implementation to ensure a positive customer experience during handoff to the onboarding team Partner with third-party providers to provide end-to-end solutions that drive Illumina's overall value in research and clinical labs

Work with the sales specialist team and closely with other sales team members, including account managers, and other sales specialists to make customers successful in Bioinformatics and NGS data analysis

Develop, coordinate, and conduct basic and advanced informatics presentations and customer seminars. This will, at times, involve demos and some proof-of-concept work

Become the regional subject matter expert for the Illumina Informatics portfolio as well as the product line's specific sales process and quoting subtleties. This includes providing additional or clarifying training to the broader sales organization upon product updates

Involve other more technical or supporting roles as needed, to facilitate deeper customer assessment or pilot activities to ultimately drive sales. Would be working particularly closely with the Informatics Service and Support team, Product Development and Product Managers

Play a significant role in ensuring that customers renew licenses as part of annual sales

activities

Develop and maintain positive relationships with customers

Provide Voice of Customer input and feedback to development teams, various marketing teams and others as needed

Assists customers to remove informatics barriers that may unlock sample volume, drive sequencing consumables uptake and grow the sales pipeline

Prepare and present relevant sales performance data as needed.

Contribute to annual account manager strategic planning process.

Listed responsibilities are an essential, but not exhaustive, of the duties associated with the position. Changes to individual responsibilities may occur due to business needs.

Requirements:

Typically requires a minimum of 5 years of related experience with a sciences degree in Bioinformatics, Biology, Genetics, or Biochemistry. Masters or Ph.D. preferred

Working Proficiency in Portuguese, Spanish, and English, written and verbal

Experience in a direct sales or similar customer facing role desirable but not essential

Experience with Sequencing data analysis and interpretation (Variant Calling, filtering, annotation, performance, and reporting)

Recognized deep technical expertise in clinical informatics, bioinformatics, or an associated area

Knowledge of sequencing applications (current and emerging), and related data formats, file types, data footprints, and typical analysis methods

Experience with standard software toolkits, applications, pipelines, and algorithms for Next Generation Sequencing analysis, including emerging enterprise platforms

Knowledge of relevant cloud services and providers, including basic pricing models, etc.

Working knowledge of Linux, command line, Python, and Application Programming Interfaces (APIs) utilization

Ability to appropriately balance time spent hands-on learning new product features and the need to focus on revenue generating activities

Independently works on highly complex problems requiring analysis of multiple variables

Demonstrated written and verbal communication skills, including large audience presentation and the ability to train others

Demonstrated superior problem solving and interpersonal skills in a customer-facing environment

Demonstrated interpersonal skills in a customer facing environment

Clear vision of and commitment to providing outstanding customer service and customer success

A highly self-motivated, independent, and successful individual who enjoys a challenging and dynamic work environment

Team player with a strong desire to win business and establish long-term customer relationships

Ability to successfully work collaboratively in a highly matrixed sales organization

Must be willing to travel ~50%

All listed requirements are deemed as essential functions to this position; however, business conditions may require reasonable accommodations for additional tasks and responsibilities.

Location: must be based in Brazil, Colombia or Mexico.

At Illumina, we strive to foster a diverse and inclusive workplace by cultivating an environment in which everyone contributes to our mission. Built on a strong foundation, Illumina has always been rooted in openness, collaboration, and seeking alternative views and perspectives to propel innovation in genomics. We are proud to confirm a zero-net gap in pay, regardless of gender, ethnicity, or race. We also have several Employee Resource Groups (ERG) that deliver career development experiences, increase cultural awareness, and demonstrate our collective commitment to diversity and inclusion in the communities we live and work. We are proud to be an equal opportunity employer committed to providing

employment opportunity regardless of sex, race, creed, color, gender, religion, marital status, domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition, sexual orientation, pregnancy, military or veteran status, citizenship status, and genetic information. If you require accommodation to complete the application or interview process, please contact To learn more, visit:

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