Job Description

Lab Tech Specialist-1620970

Description

Launched in 2015, Q2 Solutions is a leading global clinical trials laboratory services organization. We help biopharmaceutical, medical device and diagnostics customers improve human health through innovation that transforms science and data into actionable medical insights. Q2 Solutions is a quality driven, responsive partner with strong global experience and deep scientific and medical expertise. The Q2 Solutions joint venture was formed by Quintiles and Quest Diagnostics, combining the best of each parent organizations clinical trials laboratory services capabilities.

PURPOSE

Act as a technical specialist for laboratory operations including identifying and driving continuous process improvement initiatives, supplying expertise on matrix-based project teams for business objectives, and providing flex staffing for molecular laboratory operations.

RESPONSIBILITIES

- Serve as a laboratory expert on matrix-based team projects to support business initiatives, including but not limited to the following:
  - Laboratory logistics
  - Laboratory information management systems (LIMS) and software development.
  - Evaluation and integration of software and instrumentation.
  - Assay development or enhancement
- Identify and lead continuous process improvement initiatives for laboratory operations, including but not limited to the following responsibilities:
  - Review or establish laboratory metrics to identify, justify, or define impact of process improvement initiatives.
  - Perform project management, presenting to stakeholders and ensuring that goals and timelines are met.
  - Independently identify and evaluate vendor platforms to help meet goals.
  - Documentation of all project aspects including formal validations and technical reports.
  - Present findings to a wide variety of audiences internal and external to Q2 Solutions.
- Perform and document all specimen test procedures with accuracy, consistency and timeliness in accordance with current standard operating procedures (SOPs) and regulatory and corporate guidelines.
- Exercise good judgment in assessing whether test procedure is proceeding according to expectations and acceptable results, and to escalate to supervisors immediately should anomalies or potential QC failures arise.
- Act as a backup in any area of daily laboratory operations, as needed, and meet expectations of the laboratory associate job responsibilities in that area.
- Perform and document training for other associates in areas of proven competency as assigned.
- Demonstrate advanced domain knowledge to provide input on technical inquiries and provide leadership in troubleshooting projects. Including application of root cause analysis and advanced problem solving techniques.
- Produce technical documentation for laboratory assays and associated pipelines across all service areas in the business (i.e. Laboratory Ops, Quality Systems, Information Technology, and Finance).
- Perform other activities as directed.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES
• Working knowledge of Good Laboratory Practices, Clinical Laboratory Improvement Amendments (CLIA) and any other governing regulatory requirements.
• Excellent oral and written communication skills.
• Strong organizational skills, and close attention to detail are essential.
• Capable of handling multiple tasks simultaneously and independently.
• Demonstrated “everyday leadership” skills.
• Experience with LIMS development and basic coding preferred.
• Ability to collaborate effectively with IT personnel on software development projects.
• Expertise with pipetting and general molecular biology laboratory techniques. NGS or genomic assay experience preferred.
• Proficiency with laboratory calculations and statistics regarding batches and specimens including but not limited to averages, means, standard deviations, and various quality control metrics.

Qualifications

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

Bachelor's degree with 4 years experience manipulating RNA and/or DNA in a clinical, research, academic or commercial/production environment; or equivalent combination of specialized experience and training in biology or chemistry laboratory environment.

PHYSICAL REQUIREMENTS

• Extensive use of keyboard requiring repetitive motion of fingers.
• Extensive use of telephone and face-to-face communication requiring accurate perception of speech.
• Regular sitting for extended periods of time.
• May require occasional travel.

EEO Minorities/Females/Protected Veterans/Disabled

Primary Location USA-North Carolina-Durham
Organization USA16 - US - Q2Solutions