

Company Information

Thermo Fisher Scientific (NYSE: TMO) is headquartered in Waltham, MA, and is the world leader in serving science, enabling our customers to make the world healthier, cleaner and safer. With annual sales of more than \$9 billion, we employ 30,000 people and serve over 350,000 customers within pharmaceutical and biotech companies, hospitals and clinical diagnostic labs, universities, research institutions and government agencies, as well as environmental and industrial process control settings. Serving customers through two premier brands, Thermo Scientific and Fisher Scientific, we help solve analytical challenges from routine testing to complex research and discovery. Thermo Scientific offers customers a complete range of high-end analytical instruments as well as laboratory equipment, software, services, consumables and reagents to enable integrated laboratory workflow solutions. Fisher Scientific provides a complete portfolio of laboratory equipment, chemicals, supplies and services used in healthcare, scientific research, safety and education. Together, we offer the most convenient purchasing options to customers and continuously advance our technologies to accelerate the pace of scientific discovery, enhance value for customers and fuel growth for shareholders and employees alike. Visit <http://www.thermofisher.com>.

UK Commercial Office:

In the UK, the Scientific Instrument Divisional commercial office is based in Hemel Hempstead, in Hertfordshire. Whilst Thermo Fisher has been based in Hemel Hempstead for many years, the new modern building was recently formally opened by the Chief Executive Officer in July 2007. The site consists of high quality customer demo labs and training facilities, as well as offices housing are essential key functions of customer support, Finance & HR. Altogether there are 130 employees employed – approximately 70 are in either field sales or field engineer roles.

The leadership team at Hemel are committed to continually improving our relationships with our customers from pre sales through to post sales delivery and working with our employees to help move Thermo Fisher Scientific to an employer of choice.

Job Description

Job Title:	Proteomics and Metabolomics Field Marketing Specialist, LSMS
Reports To:	European Commercial Marketing Manager Proteomics & Metabolomics Life Sciences Mass Spectrometry
Group/Division:	Scientific Instruments
Career Band:	III or IV Professional
Location:	Europe
No. of Direct Reports:	None

Principal Purpose of the Role:

There are two major purposes and some minor ones. (1) To provide direct support to customers working in metabolomics primarily and secondarily proteomics and (2) to provide support to the sales force in the form of technical training, on-site sales visits, etc. Lesser roles include but are not limited to participating in scientific conferences and organizing and participating in Thermo Fisher events such as workshops, user meetings, etc and generating scientific data via customer collaborations to generate marketing collateral. Thus the specialist works both pre-sale and post-sale. The result of the specialist's work will be (1) enhanced customer satisfaction and therefore increased sales via repeat business and also by generating strong, positive customer references, (2) improved sales process via better trained sales reps and also by direct contact with prospects, etc and (3) enhanced lead generation via conference/event work and marketing collateral creation.

Ultimately, the specialist is expected to enhance the customer experience, improve sales performance, generate leads and win more sales.

Job Responsibilities:

The Specialist will provide support for European customers involved in Proteomics & Metabolomics. This will predominantly focus on providing support for ion trap and hybrid users and potential users who are researching in this application area. This individual will be expected to spend much of their time at customer sites, optimizing systems and software performance and assisting with method development and handling data. Additionally, the specialist will provide support to the ECO sales team.

- Develop a strong understanding of customer requirements and applications and implement collaborative relationships in order to establish total customer solutions.
- To work directly with sales and product marketing to identify new accounts, departments, and individuals based on appropriate applications.
- Provide relevant training and support to ECO LSMS sales operation
- Provide on-site help to customers with ion trap and hybrid systems' operation, optimizing and trouble shooting for method development and sample analysis.
- Evaluate front end sample extraction and separation strategies used by customers.
- Participate fully in product development, evaluation, and introduction campaigns.
- Design marketing programs and initiatives to maximize product success, especially for metabolomics.
- Develop list of metabolomics key customers for special attention and provide close support
- Develop key applications for products, particularly in the area of metabolomics.
- Study and document product performance in key metabolomics applications.
- Generate data and support materials for product marketing initiatives.
- Represent product in presentations, publications, and customer labs worldwide.
- Establish and manage external collaborations.
- Participate in instrument Demonstrations when appropriate to provide continuity for seed unit programs and new ion trap and hybrids users.

Qualifications:

PhD in relevant subject

Experience & Skills:

>5 years LC-MS/MS work experience after PhD

Preferably several years working for a mass spec vendor.

Must have significant experience working with LC-MS/MS using electrospray mass spectrometers for the analysis of proteins and/or metabolites in the fields of proteomics and/or metabolomics. Excellent written and verbal communication skills are required. Must have demonstrated analytical and problem solving skills. The ability to work independently and have a strong work ethic is critical. This position will require extensive travel (approx. 50%) to regional offices, customer sites, and trade shows to create a solid team approach and further increase the company's visibility in the marketplace.

