

Applied Biosystems
Sr Specialist, Field Applications - Mass Spectrometry Systems
Location: Warrington- UK

Job Description
Main Job Objectives

Responsible for the provision of telephone, in-house and on-site technical support and training on Company products, thereby contributing substantially to customer satisfaction. In addition they should be able to anticipate the needs of different customer groups and promotes new ways to serve customers. Proactively anticipates emerging needs of new and existing customers

Support sales in the achievement of the orders plan by provision, in a timely and professional manner, of demonstrations, sample analysis data and technical information. Responsible for provision of internal technical support and training for sales and service & internal. Impacts Service motivation by joint problem solving and technical coaching.

They should be seen as an expert and a point of reference within own territory and be able to pilot new initiatives with key customers and champion new solutions, processes utilizing expertise across the Company.

They should champion a team approach to major decisions and develop staff for greater accountability to enable Improvements in workflows for efficiency.

Main Responsibilities

- 1) Acquire and maintain practical and scientific knowledge for support of customers, Sales and Service. Keep updated on the scientific community. They should be proactive in forming strategic relationships and be able to develop stronger relationships with key customer accounts. This should involve working with leading Universities and research facilities to bring the best ideas 'out there' into the Company.
- 2) Provides pre-sales support to Sales by customer visits, demonstrations, seminars/lectures/workshops, sample analysis, product/application and specialist knowledge.
- 3) Post Sales Support, in -house and on site training, visiting key customers and telephone support. Preparation and delivery of User Meetings. Preparation and delivery of customer training. Follow up support to Customers.

4) Provide feedback to local and European Marketing

5) Liaise with parent company in USA and Euro Network in resolution of Customer problems. Also provide feedback on technical problems and their respective solutions to ESPOCs and Networks. Involved in new product testing. May be involved in european networking (as network member or co-ordinator).

Job Knowledge, Skills and Experience

A PhD (or equivalent) in Chemistry or a Biological Science is essential for this role as is experience of analysing proteins and extended knowledge of Proteomic application by mass spectrometry

The ideal candidate will also have:

Substantial experience in a similar role

Experience of working in a commercial environment

Excellent communication skills

A full, valid driving licence is essential for this role as is willingness to travel

If you are interested, please send an e-mail with your CV to:
Stephen.Lock@lifetech.com