

JOB PROFILE: Applications Specialist (Multiphoton)

INCUMBENT'S NAME	
JOB TITLE	Applications Specialist (Multiphoton)
BUSINESS UNIT	Sales & Marketing/ITS
LOCATION	Uckfield
REPORTING LINE	Sales / Engineering (dual reporting line)
OBJECTIVES / PURPOSE OF JOB	<p>To support the sales and marketing team in selling and promoting multiphoton systems</p> <p>To be the 'go-to' person for advanced multiphoton queries and training of staff across the business</p> <p>To Support ITS team in technical support of advanced systems; both through remote support and onsite support / training.</p> <p>To work with the Technical & Commercial Team / Installation Technical Support teams to implement a rigorous procedure for technical order acceptance</p> <p>To develop the sales team's knowledge of multiphoton imaging and its applications</p>
KEY ACTIVITIES / RESPONSIBILITIES	<p>Sales & Marketing</p> <ul style="list-style-type: none"> • Collaborating with the Sales Teams (EMEIA, UK, NA and China) to develop multiphoton sales opportunities • Advising Sales / ITS teams and customers with lab infrastructure (table layout, Faraday cage, racking etc.). • Accompanying sales team on customer visits – training / coaching / advising customers on advanced technical queries • Performing demos with sales staff; following up with training where required • Running and supporting Workshops e.g. Cold Spring Harbour • Training sales teams on multiphoton imaging in line with the Sales Excellence Development Programme • Competitor analysis • Collaborating with Marketing team • Participating in events to showcase our multiphoton systems and promote Scientifica <p>ITS</p> <ul style="list-style-type: none"> • Customer support for advanced systems; remote support and onsite support/training • Updating of internal customer support/service records • Updating and creation of technical support documentation

	<ul style="list-style-type: none"> • Installations for dedicated customers or systems where additional support is needed • Collaborating with ITS team to tailor pre-installation and installation • Supporting install engineers with lab infrastructure and install planning • Advanced training sessions with customers <p>R&D</p> <ul style="list-style-type: none"> • Collaborating with R&D to share feedback from customers • Provide suggestions to improve our multiphoton systems based on customer feedback • Multiphoton Pre-Installation sign off (alongside R&D / ITS managers)
KEY PERFORMANCE INDICATORS	Based on annual performance objectives or specify otherwise
KEY RELATIONSHIPS	<p>Internal:</p> <ul style="list-style-type: none"> • Sales department • Marketing department • ITS department • R&D department • Production Operations <p>External:</p> <ul style="list-style-type: none"> • Customers • Distributors

CANDIDATE PROFILE:

QUALIFICATIONS / TRAINING	<p>Doctorate or comparable degree in Life or Physical Sciences, or medicine. Ideally you will have been utilising /operating advanced multiphoton imaging systems.</p>
EXPERIENCE REQUIRED	<p>Essential:</p> <ul style="list-style-type: none"> • Proven expertise in optical imaging and advanced fluorescence microscopy • Significant experience in the application of laser scanning and multiphoton microscopes • In-depth knowledge of imaging techniques with the ability to troubleshoot. • Knowledge of neuroscience techniques, including electrophysiology <p>Beneficial:</p> <ul style="list-style-type: none"> • Experience in using different laser scanning microscopes software.

COMPETENCIES	<ul style="list-style-type: none"> • • General programming experience (MATlab, LabVIEW, Python, etc.)
COMPETENCIES	<ul style="list-style-type: none"> • Highly skilled in imaging/microscopy • Highly motivated • Keen to work in an interdisciplinary field • Excellent oral and written communication skills • Ability to present complex, technical information to a range of audiences • Regular international travel will be required

EMPLOYEE'S ACCEPTANCE

I, [Employee name], agree to accept the Job Description is a guide only and will be periodically reviewed due to the evolving nature of the business. I understand I will be required to take on other tasks and responsibilities from time to time depending on the business needs for this role.

Signed Date