

JOB PROFILE: Applications and Support Engineer US

INCUMBENT'S NAME	
JOB TITLE	Applications and Support Engineer US
BUSINESS UNIT	R&D
LOCATION	US
REPORTING LINE	Technical Support Manager
OBJECTIVES / PURPOSE OF JOB	<p>To provide Technical and Applications support to our customers for all Scientifica Systems both on site and remotely</p> <p>To support the sales and marketing team in selling and promoting multiphoton systems by carrying out product demonstrations, attending workshops and exhibitions and participating in Sales calls or sales visits to customer sites.</p> <p>To be the Subject Matter Expert for advanced multiphoton queries and training of staff across the business</p> <p>To work with the Technical & Commercial Team / Installation Technical Support teams to ensure a smooth handover from Sales to After-Sales</p> <p>Work with Installation Engineers to ensure best practice for system installation</p>
KEY ACTIVITIES / RESPONSIBILITIES	<p>Technical Support</p> <ul style="list-style-type: none"> • Carry out technical support and troubleshooting for customers both on site and through remote access software. • Offer support and advice to customers carrying out high end imaging applications. • Update service and support documentation. • Carry out training for customers on site or remotely. • Provide application and hardware training for other members of the Scientifica team. • When required support specific installations to ensure that customer expectations/tailored requirements are met. • Help implement and ensure quality standards are met when testing new equipment by providing training to the installation and technical support team. • Regular international travel will be required as part of the role <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

	<ul style="list-style-type: none"> • Advising Sales / Installation 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 demonstrations with sales team; following up with training where required • Running and supporting Workshops and exhibitions e.g. Cold Spring Harbor Imaging courses, SFN, FENS etc. • Training sales teams on multiphoton imaging • Competitor analysis • Collaborating with Marketing team • Regular international travel will be required as part of the role <p>R&D</p> <ul style="list-style-type: none"> • Collaborating with Research and Development to share feedback from customers • Multiphoton Pre-Installation sign off (alongside R&D / Technical support managers) • Act in line with our company values: <ul style="list-style-type: none"> ○ Teamwork ○ Flexible ○ Passionate ○ Customer Focused ○ Quality ○ Innovative ○ Trust
KEY PERFORMANCE INDICATORS	Based on annual performance objectives
KEY RELATIONSHIPS	<p>Internal:</p> <ul style="list-style-type: none"> • Sales department • Marketing department • Installation team • Engineering/R&D department • Production Operations <p>External:</p> <ul style="list-style-type: none"> • Customers • Distributors • Suppliers

CANDIDATE PROFILE:

QUALIFICATIONS / TRAINING	PhD in Life or Physical Sciences, or medicine. Ideally you will have been utilising /operating advanced multiphoton imaging systems.
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. • 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

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