

Career Opportunity, BlueScientific Ltd

Position: Technical Support and Applications Specialist, X-ray Micro CT

Territory: United Kingdom, Ireland, Sweden, Norway, Finland, Denmark, Iceland

BlueScientific Ltd. is a dynamic, rapidly growing business specializing in the distribution of market-leading scientific instrumentation in both academic and industrial markets across the UK, Ireland and Nordic countries.

Due to further business growth, we are now seeking to appoint a highly motivated individual to the position of Technical Support and Applications Specialist for X-ray micro CT products. The position is expected to be based from our company head offices in Cambridge, UK, though a home office based position could also be considered for the right candidate. The role requires extensive travel across the territory.

Role Description:

As a territory-based Technical Support and Applications Specialist, you will be responsible for the technical support of X-ray micro CT products within the company's portfolio of scientific instrumentation across the UK, Ireland, Sweden, Denmark, Norway, Finland and Iceland. All tasks are related to managing the service and support of these particular products and customers across the region.

This new position will cover the following product line:

- Bruker Skyscan X-ray micro / nano computed tomography (CT)

Key responsibilities within the role include:

- Responding to customer service calls which will have been logged via our service centre, initially providing telephone, email, and remote online technical support as required.
- When necessary, visiting customer sites to carry out further diagnostics and repair work in order to return customer systems to good working order.
- Liaising with the instrument manufacturers in order to expedite the resolution of all customer service issues as quickly as possible.
- Carrying out onsite scheduled routine preventative maintenance, new system installations and customer training.
- Assisting customers with applications related questions.
- Performing product demonstrations to prospective new customers.

Both factory and field-based training will be provided.

Qualifications:

The successful candidate will likely be educated to PhD level in a science based subject area, with hands-on experience in operating scientific instruments. A very strong preference is given to candidates with experience in operating X-ray micro / nano CT instruments.

Excellent communications skills, highly self-motivated and able to work to meet agreed deadlines, the candidate should also be prepared to travel extensively Monday to Friday throughout the territory according to customer and company needs.

About BlueScientific:

Established in 2013, BlueScientific Ltd is a distributor of scientific instruments for a number of the World's leading manufacturers, including Bruker, Gatan, Ametek, Renishaw and Physical Electronics. We serve both academic and industrial customers across a range of applications, including materials science, energy storage, surface analysis and life sciences, with geographic coverage across the UK, Ireland and the Nordic region. We are an ambitious, dynamic and fast-growing business, and offer a supportive work environment for our employees, with excellent opportunities for career development.

The ethos of the company, which operates under strong ethical terms, is one of developing our personnel, with coaching, training and career growth opportunities as well as empowering them to be able to give great customer service.

BlueScientific offers a flexible position in a dynamic work environment, together with a highly competitive benefits package.