

Field Technical Support Specialist – Durham, NC

Shimadzu Scientific Instruments is one of the largest suppliers of analytical instrumentation, physical testing, and environmental monitoring systems in the world. Our products include Gas Chromatographs, Liquid Chromatographs, Mass Spectrometers, Total Organic Carbon Analyzers, UV-Vis Spectrometers, Fluorescence, Atomic Absorption, IR, X-Ray, and Universal Testing Machines. In 1975, SSI Corporate Headquarters was established in Columbia, Maryland and we currently have nine regional offices coast to coast.

Shimadzu Scientific Instruments is hiring a *Field Technical Support Specialist* to provide pre and post sales support with our physical measurements product line (hardness / thermal analysis / tensile). This is a great opportunity for someone with hands-on experience with these instruments to work in a customer facing setting who would like to advance their career! The employee will be supporting the South Central and Southeast US Territory. Details are below:

The Field Technical Support Specialist in this position will:

Provide technical support for the Physical Measurements Products in the Southeast.

Provide excellent customer service (phone / email / in-person), and play a key role in product demonstrations and installations. Be the first line support (one stop shop) for technical support and service issues in the Southeast region for Physical Measurements products.

Train and teach customers, as well as adapt methodology from our instruments.

Assist in-house product team in achieving outstanding customer satisfaction in Physical Measurement products.

Consult on regional and customer training.

Travel throughout the regional territory (air / vehicle), experiencing all the various places our instrumentation is utilized.

The Field Technical Support Specialist will earn:

Excellent Base Salary

Company vehicle with gas card

Home office set up (where applicable)

Company benefits (medical/dental/vision/401k with profit sharing match/year-end bonus/tuition reimbursement/vacation/personal, sick time/paid holidays).

Knowledge Requirements:

CASUAL: Human Relations Skills, Corporate Structure / Environment, Sales Process

WORKING: Report Preparation, Physical Measurement Products, Organizational Skills, Training Methods, Applications / Methods, Lab Equipment

THOROUGH: Instrumentation Operation, Physical Chemistry, Customer Relations, Computer Literate, Physical Measurements Products

The incumbent must be able to make effective and efficient independent decisions per company policy and protocol to solve problems based on customer needs and requirements. Must have the ability/skills to solve customer and regional problems.

Education and/or Experience:

A bachelor's degree in a physical science, material science, chemistry or closely related field.

Two years successful laboratory experience with our equivalent product lines (tensile, hardness, thermal analysis)

Possess a valid driver's license.

Shimadzu Scientific Instruments is an Equal Opportunity / Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected Veteran status.