

Informatics Technical Support Specialist
Location: Southeast / South Central USA

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 an ***Informatics Technical Support Specialist*** to provide pre and post-sales support with Shimadzu chromatography data systems (CDS) and other Lab Solutions products. This is a great opportunity for someone with hands-on experience with CDS to work in a customer facing setting and advance their career! The employee will be based in the Southeast and South Central US and support our Southern regions.

Position Summary:

This individual is responsible for supporting Shimadzu's Client Server Installations of Chromatography Data Systems (CDS) and other related Lab Solutions products applicable to Client Server installations within an assigned geographical region. This includes but is not limited to, conducting demonstrations, installations, and troubleshooting of the assigned software and hardware products. This role will support regional employees and customers regarding client server installations controlling Shimadzu and other third party hardware. This position is expected to be the regions network design specialist focused on implementation of the Shimadzu Client Server platforms and relevant computer hardware. This role will perform other related tasks from time to time as assigned. Significant travel and direct contact with accounts / industry market segments is required.

This position's primary focus is to be the regional expert for Client Server installations of Shimadzu data processing software; which includes strong knowledge of various operating systems and network design. Must be able to bridge the gap between network traffic analysis and analytical CDS systems in particular.

Job Function(s):

- a) To act as the company's expert on design, implementation, and support of Shimadzu Informatics products including networking and computer hardware.
- b) To develop demonstration and presentations strategies for the data processing products, in order to support an increase in Informatics Products growth.
- c) Discuss product features and answer expert level questions.
- d) Successfully promote the data processing product lines regionally, through clear verbal and written communication.
- e) Create documentation / materials to support sales with market segment positioning strategies.
- f) To continually assess the competitive environment, in order to provide management with feedback that will enable us to stay competitive.
- g) To suggest recommendations regarding software and hardware solutions that meet market / customer needs.
- h) To cooperate with Service, Sales and Technical Support to effectively train co-workers on the operation of new software products via both E-Learning and hands on.
- i) To perform application work to effectively position the data processing products.

Knowledge Requirements:

CASUAL	WORKING	THOROUGH
Shimadzu Organization All Shimadzu Products Japanese Culture Chemistry	Phone/Customer Etiquette Analytical Instrumentation Market/Competitive Knowledge Analytical Inst. Software Analytical Applications/Methods	Computer Hardware Computer Software Networking Communication Skills Operating Systems Databases (Oracle, SQL) Organizational Skills Computer Programming

Education and/or Experience:



North America - Job Posting

The specialist must be proficient at operating independently and with a team environment. Strong software, hardware and networking skills are required. Ideal technical specialist will have strong communication and presentation skills.

The specialist must have a Bachelor's degree in either Science or Computer Science with at least 5 years of related work experience and a history of good organizational, communication and follow up skills. This position requires the ability to troubleshoot and solve complex software, hardware, and networking problems in a methodical, efficient manner.

To apply, please visit our employment website (<http://www.ssi.shimadzu.com/employment>)

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.