

Advion is the partner of choice for pharmaceutical, biotechnology, academic and government researchers seeking to enhance their mass spectrometry and chemical synthesis workflows. Using our deep scientific and engineering expertise, we develop a broad portfolio of purpose built mass spectrometers, chip-based nano-electrospray ionization sources, and flow chemistry synthesis systems and consumables characterized by their reliability, quality, flexibility and fit for-purpose design.

To further support the strong business growth of our expanding expression Compact Mass Spectrometer (CMS) product line - *the first mass detectors designed for chemists* - we are currently seeking a

Customer Support Specialist - Central Europe

POSITION PURPOSE:

The Customer Support Specialist position will be focused on installation of Advion's Compact Mass Spectrometer and related products. The successful applicant will be expected to perform post-sales activities including installation & customer training, troubleshooting/repair, routine maintenance and phone-based technical support.

The position requires the ability to operate and repair a mass spectrometer to the component level and training customers on its operation and application. The successful applicant will be given the opportunity to contribute towards pre-sales activities such as application development and customer demonstrations once they have established a comprehensive understanding of the product line.

Territory: Primarily Germany, Switzerland and Austria. Eastern Europe as required.

PRINCIPAL RESPONSIBILITIES:

- Installation of Compact Mass Spectrometer at customer site
- Training customers on operation & application of Compact Mass Spectrometer at customer site
- Diagnose and repair Compact Mass Spectrometer at customer site
- Planning and organizing your own calendar and travel

ORGANIZATIONAL RELATIONSHIPS:

- Reports to Support Manager, Central Europe

MEASURES OF EFFECTIVENESS:

- Level of satisfaction based on customer interacting
- Level of Satisfaction of Support team
- Satisfaction level of sales person

REQUIREMENTS:

- Position is home based in Germany with significant travel (>50%)
- BSc or MSc in Chemistry, Biochemistry, Physic or Electronic preferred. Experience operating and repairing Mass Spectrometers preferred
- Full product training will be provided
- Ability to work on own initiative
- Native German speaker, business-fluent in English
- Driving license

LOCATION:

- Home office in Central/South Germany

WE OFFER:

- Team-based company culture with focus on involvement and innovation
- Competitive salary, car allowance and bonus
- 25 days holiday (excl. statutory days)

To apply for this position, please send a CV with your earliest date of availability and salary expectations to Support Manager - Central Europe, Frank Porbeck: fporbeck@advion.com