



## Product Support Specialist

NuSep is an International Life Sciences Company and seeks a Product Support Specialist to provide support to both potential and existing customers of NuSep's software solutions in the mass spectrometry and proteomics markets.

### Description

The primary role of the Product Support Specialist is to provide support to both potential and existing customers of NuSep's software solutions in the mass spectrometry and proteomics markets. The Product Support Specialist will combine expertise in the field of mass spectrometry and our products to assist the sales process and to provide customer support. A secondary role of the Product Support Specialist is to assist the software development process by collaborating with Software Developers in both algorithm and interface design and to perform testing and validation of software products with real-world proteomics data. Finally, the Product Support Specialist will periodically provide support of NuSep's biological separation products to the biochemistry, analytical chemistry, proteomics and mass spectrometry markets. As an integral member of the support team, you will be expected to provide technical assistance to NuSep customers and employees via phone, email and to provide on-site support when needed.

### Responsibilities

- **Sales support:** undertake demonstrations of product offerings to potential customers with a specific focus on proteomics software
- **Sales support:** assist the software sales process by creating ProteoIQ projects using customer-provided data and drafting of reports of results
- **Technical support:** provide technical support for clients in the University, Research, Biopharma, Drug Discovery, Proteomics and Mass Spectrometry markets
- **Software development support:** assist the Product Development and Support team in testing and development of software solutions, including the drafting of product documentation
- **Reporting:** utilize Salesforce CRM software to report on progress of all efforts, especially related to development and testing, customer project creation, customer cases, software bugs and feature requests
- **Publication and Collaboration:** presentation of NuSep's contributions to the field of proteomics is expected, primarily at conferences, but also in collaboration with customers in applicable scientific journals

### Qualifications

The successful candidate will possess the following:

- Excellent oral and written communication skills
- Excellent computer, CRM and database skills including MS office.
- A master's degree or equivalent in biochemistry, analytical chemistry, or other field related to mass spectrometry.
- Self-motivation and ability to work independently
- A current, valid driver's license

The ideal candidate will possess at least one year of experience in proteomics and mass spectrometry techniques, in particular, significant experience operating at least one of the following mass spectrometry data analysis programs (preferably more): Mascot, X!Tandem, Proteome Discoverer, ProteoIQ, MaxQuant, Scaffold, or the Trans-proteomic Pipeline (TPP). Experience with Linux or Mac operating systems is a plus.

## **The Organization**

NuSep is an International Life Science company with its US Head Office based in Georgia. NuSep manufactures and markets a range of products to BioSeparations customers located worldwide through distribution and sales centres located in Australia, the USA and Europe. Please visit our website at [www.NuSep.com](http://www.NuSep.com)

If you are interested in this position, please forward your current CV together with a covering letter to [hr@nusep.com](mailto:hr@nusep.com).

This is a full time job.

Principals only, Recruiters, please do not contact this job poster.