



JOB DESCRIPTION

Job Title: User Support Scientist – CCDC Americas

Group: CCDC Inc.

Salary Band: tbd

Reports to: General Manager, CCDC Inc.

SUMMARY OF THE ROLE

The User Applications Scientist for CCDC Americas provides technical and scientific support to users of CCDC tools via all modes of communication to a high level of competency and with a rapid response time; builds and maintains user relationships, especially with Research Partner organizations; provides IT/computing support for US-based operations; represents CCDC at scientific meetings and conferences.

MAIN DUTIES AND RESPONSIBILITIES

- To provide support for the CCDC industrial community
 - Interface with users for technical support, primarily via email but with occasional telephone or shared screen sessions
 - Interface with users for scientific support in life science/discovery and materials science
 - Provide on-site and webinar software training to Research Partners and Industrial users
 - Take responsibility for answering queries in e-mail support queues, and those sent directly
 - Record and escalate bug reports and suggestions for product improvement
 - Assist with updating User Support Website pages as appropriate
 - Provide support to other CCDC staff in the production of training materials, as needed
 - Continuously look for ways to improve existing systems or to incorporate new technology for better and more efficient working
- To foster relationships with the structural science community through engagement
 - Represent CCDC at conferences by presenting functionality derived from CCDC tools, software and data, organizing workshops and at the CCDC exhibition stand



- Engage user community directly and via participation in regional user group meetings and conferences. Seek and report user satisfaction feedback after each interaction and report as appropriate
- Assist in identifying prospective users and opportunities for user upgrades.
- Identify potential collaborators within the Americas
- To support research and development teams in line with CCDC objectives
 - Provide input and feedback to CCDC projects and act as the voice of the customer to help ensure their needs are met.
 - Identify and deliver consultancy work for Americas-based users.
 - Assist with development and broader research goals of the CCDC where these align with personal expertise
- To support the sales process throughout the CCDC
 - Engage and support existing users to further customer retention
- Other duties
 - Undertake additional tasks and responsibilities as may be reasonably expected of the role and as necessary in order to achieve the objectives of the CCDC



PERSON SPECIFICATION

Education, Skills & Knowledge	
Knowledge of current software tools in structural science	Essential
Excellent communication and presentation skills at all levels	Essential
Excellent verbal and written communication skills	Essential
M.S. or Ph.D. with 3-5 years experience in biological or chemical science, or equivalent.	Essential
A Fundamental understanding of structural and/or discovery chemistry	Essential
Knowledge of crystallography and/or a good appreciation of the value of structural information and how it is used.	Desirable

Abilities	
Excellent user support skills	Essential
Able to work as a member of a team in an active and growing software company	Essential
Self-motivated and able to work effectively and responsibly without close supervision	Essential
Capable of agile thinking to provide fast, accurate answers to questions	Essential
Able to undertake international travel	Essential

Experience	
3-5 years' experience in pharmaceutical, drug discovery, computational chemistry or related field	Essential
Experience in an organisation involved in structural science and/or software development or a related company	Desirable
Experience in the use of scientific software applications for drug discovery or development	Essential

Personal Characteristics	
Friendly and diplomatic	Essential
Conscientious with a good attention to detail	Essential



Experience	
Passionate	Essential
Professional	Essential
Supportive	Essential
Accountable	Essential