



JOB DESCRIPTION

Job Title: User Applications 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 by providing research- and/or feature-based presentations.

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 life science/discovery science scientific support
 - Provide on-site and webinar software training to Research Partners and Industrial users
 - Take responsibility for support queries received via our support ticketing system. Work with other CCDC staff to ensure these are answered within agreed response times
 - 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 research and functionality derived from CCDC tools, software and data



- Engage user community via participation in scientific societies, 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 research collaborators within the Americas.
- To support research in line with CCDC objectives
 - Provide input and feedback to research projects as they align with scientific knowledge
 - Identify and deliver research consultancy work for Americas-based users.
- To support the sales process throughout the CCDC
 - Engage and support existing users to further customer retention.
- Other duties
 - Take responsibility for the selection, purchase, and maintenance of computing resources to ensure US operation effectiveness, including maintaining a tight working relationship with the UK-based systems team to assure resources are functional and fit to task
 - Assist with testing of software releases
 - 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	
Ph.D. in biological or chemical science, or equivalent	Essential
A fundamental understanding of structural/discovery chemistry	Essential
Familiarity with administration of at least two of Windows, Linux and MacOS	Essential
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
Familiarity with programming in Python or similar scripting-based languages	Desirable
Knowledge of crystallography and/or a good appreciation of the value of structural information and how it is used.	Desirable
Abilities	
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
Excellent user support skills.	Essential
Experience	
3-5 years' experience in computational chemistry, pharmaceutical, drug discovery, or related field	Essential
Experience in the use of scientific software applications for drug discovery	Essential
Experience in an organisation involved in structural science and/or software development or a related company	Desirable
Personal Characteristics	
Friendly and diplomatic	Essential
Conscientious with a good attention to detail	Essential
Passionate	Essential
Professional	Essential
Supportive	Essential
Accountable	Essential
Trustworthy	Essential