



Technical Support Engineer

Baltimore Office/Laboratory and Field Based

Job Description

Technical Support Engineer for Alpha MOS North America to lead and support instrument installations, undertake preventative maintenance services, provide client trouble-shooting solutions, as well general after-sales support.

Essential Duties

- Assist in developing, executing, and maintaining a sound and comprehensive strategy to ensure customers receive the necessary technical and service support, consistent with the overall business and operational objectives.
- Participate in installation, troubleshooting, repair, and maintenance of ALPHA MOS instruments, both within the Baltimore Laboratory and client facilities.
- The incumbent must perform these duties leading by example with the highest degree of integrity, technical knowledge and accountability to prospects, customers, and their respective organizations.
- Providing hands-on laboratory support for the development of new applications and for addressing technical issues as required by customers and others and document interactions in outlook or salesforce.
- Assist in supporting the goals of the entire Alpha MOS Organization including Sales, Service and other operational goals as described in the business plan.
- Skills required include, team player, good communicator, strong attention to documented detail and able to work autonomously when required.

Knowledge Requirements

English

Training and coaching skills to support clients

Diligent report preparation for site reports and quality management systems

Organizational skills to manage time and ensure objectives met

Laboratory equipment use and experience

Knowledge of Gas Chromatography or Gas Chromatography/Mass Spectrometry applications

Problem solving and systems troubleshooting ability

Chemistry knowledge

Food science knowledge

Good communication skills

Strong application skills
Robust analytical thinking and techniques
Computer skills and experience including Microsoft and Salesforce
Optional French language skills – Alpha MOS is headquartered in France

Education and/or Experience

The incumbent must have excellent problem solving, technical, application and operational skills related to food science, chemistry and gas chromatography.

Strong customer service focus is required

A minimum of a BS Degree in Chemistry, Biochemistry or Food science. At least two years of laboratory experience. Commercial customer service experience is a plus but not essential.

Extensive training will be provided to ensure effective assimilation of the position and ongoing success in the role.

Alpha MOS 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.

Job Type

Full-time, contracted position based in Alpha MOS Glen Burnie Office/Laboratory, in Baltimore.

The position requires between 40% and 60% of travel with a positive and flexible approach travel time.

Computer, cell phone and all other tools to effectively undertake the role will be provided

Contact

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