



## Technical Support Engineer (M/F)

### **Job Description**

Technical Support Engineer for Alpha MOS America leads and supports the Service and after-sales support team.

### **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 General Business and Operational Plan.
- Assist in installation, troubleshooting, repair, and maintenance of ALPHA MOS instruments.

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.

- Assist in 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.

### **Knowledge Requirements**

English	Systems Troubleshooting Ability
French is a plus	Chemistry Knowledge
Training Skills	Food Science Knowledge
Report Preparation	Communication Skills
Organizational Skills	Application Skills
Laboratory Equipment	Analytical Techniques
Competitive Knowledge	Competitive Knowledge
GC or GC/MS Applications	Computers



### **Education and/or Experience**

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

A minimum of a BS Degree in Chemistry, Biochemistry or Food science, with a Master being preferred. At least two (2) years of laboratory experience. Sales experience is a plus, but not required.

*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 Types: Full-time, Contract

Benefits:

- Health insurance
- Paid time off

Schedule:

- Monday to Friday

Supplemental Pay:

- Bonus pay

Application Question(s):

- Do you have experience in any of these: food science, chemistry, and gas chromatography?
- Are you available to travel up to +/- 60% of the month?

Education:

- Bachelor's (Required)

Experience:

- Laboratory: 2 years (Required)



Work Location:

- One location

Work Remotely:

- No

For more information, please visit [www.alpha-mos.com](http://www.alpha-mos.com)

### CONTACT

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