SepSolve Analytical
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HST No. 715318523RT0001 Business Registration No. 280853409

Hybrid Applications Chemist/Service Engineer

Reports To: **Sales Manager, Americas Growth Markets; Global Service Director**
Location: **Waterloo, Ontario, Canada**

Role Description

This hybrid Applications Chemist/Service Engineer role serve two primary purposes: (1) to develop and demonstrate analytical methods to client specifications as well as supporting instrumentation, methods and clients in the field as required, (2) Serve as the primary Canadian Service Engineer for the installation and training of both Markes and SepSolve Instruments and solutions in Canada and as required by US service management, support and perform the installation and training of Markes and SepSolve instruments and solutions within the United States.

Primary Responsibilities

The role involves, but is not limited to:

- Installation and training of both Markes and SepSolve instruments and solutions. These instruments include thermal desorption, multi-mode sample preparation devices (Centri), multidimensional chromatography and time of flight mass spectrometry
- Maintain and support Markes and SepSolve Instruments primarily across Canada, but also in the US and other regions as required
- Provide software training, support and troubleshooting in person and remotely to the Markes and SepSolve user base as required
- To travel throughout Canada, the USA and South America and as needed globally to carry out such tasks.
- Develop and demonstrate analytical methods to client specification but also to install and support the instrumentation and methods in the field.
- On internal acceptance of a client project, the Applications Chemist is to research and understand client requirements, specify, design, plan and to develop the required methods to a consistent high quality and delivered to an agreed specification and timescale as agreed with the prospective clients.
- Upon completion, ensure the write up of customer reports, application notes, standard operating procedures, presentations and other technical documentation to allow promotion, delivery and method hand-over training of the completed application. This should be done

to a set quality and within a timescale as agreed with the Sales Manager, Americas Growth Markets and in line with the requirements of the client's project proposal.

- To run clients' standards and samples in real world matrices to show a method's fitness for purpose, incorporating important analytical criteria such as - but not limited to - minimum detection limits, carry-over performance, calibration linearity, reproducibility and analyte recoveries. It will be critical to identify the business advantages and benefits of the applicated solution to enable clients to justify the investment for their laboratory, ideally showing a clear competitive edge over alternative or existing methodologies as currently adopted, and/or differentiating against alternative competitive solutions available in the market.

- To organise the hosting of demonstrations of the developed method and instrumentation to visiting prospective clients to best ensure client satisfaction. Ensuring any customer areas are clean and tidy and that lunch and refreshments are appropriately organised for their visit.

- Following sale of a packaged solution, attend the client site to carry out and finalise instrument installation and method set-up and to give training on, and fully hand over, the instrumentation and method to client satisfaction. Repeat a number of the performance tests to prove the method is working within specification and to ensure the client is left feeling competent in the operation of the method SOP. To ensure we attain sign-off from the client that the method is operating and that users are competently trained to the client's satisfaction.

- To ensure prompt response to client requests in support of running the instrumentation and/or method by phone, by email, web-based meeting and by site visit. To follow up the hand over event to ensure clients receive excellent help and assistance when they need it, allowing them to feel confident enough to purchase again or recommend our solutions to others.

- To assist staff manage the laboratory ensuring supplies are re-ordered as required to avoid delays in project development, ensure the lab is kept clean, tidy and safe as per industry H&S guidelines.

The job will be based at SepSolve Analytical at our Waterloo, Ontario premises in Canada although given the nature of the role travel throughout North America will also be required.

This role description in no way states or implies that these are the only duties to be performed by employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments