

Location: Westlake Village, CA

Seeking your personal challenge?

Implen is a privately held corporation that is a leading supplier for spectroscopy instruments and consumables for the non-destructive analysis of ultra-low volume samples. The company focuses on biological, chemical, and pharmaceutical laboratories in industry and research. Since 2003 Implen has a strong focus on the customer taking pride in providing quality products and a high level of customer service to achieve total customer satisfaction with more than 11,000 units installed worldwide and over 17,000 scientific publications available mentioning products from Implen.

To further grow the business we are looking for:

Product Support Specialist Life Sciences

Assignment

- Support clients in Biotech, Bio Pharmaceuticals, Industrial, and Academic accounts in the assigned area (Application and Technical Support)
- Give Application Presentations and Webinars
- Troubleshoot systems and applications: Run remote diagnostics on malfunctioning hardware or software; find solutions for any issue and implement it.
- Replace damaged or malfunctioning parts on hardware when necessary (rare basic repairs only)
- Provide technical and application support to distribution partners
- Travel up to 5% (conferences, trainings, etc.)

Profile

- Associates or Bachelor's Degree in Biochemistry, Chemistry, Biology or equivalent education
- Systematic way of working
- Understanding of customer applications
- Excellent communication skills
- Computer skills (Microsoft Office products, etc.)
- Has the qualities of a team player
- Customer oriented thinking
- Proficient Mandarin Language Skills are a plus
- LOCAL candidates only, must reside within 25 miles of Westlake Village, CA

We offer a challenging assignment with adequate payment in a non-bureaucratic work environment with plenty of room to realize individual ideas and career goals.

Interested? Please send us your resume and cover letter.

Implen, Inc.

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