

Vacancy : Custom Solutions Manager

Group/Division: SCION Instruments, part of Techcomp Holding
Position Location: Goes, The Netherlands
Reports To: SCION Instruments Custom Solutions Group Manager

About SCION Instruments

SCION Instruments designs, manufactures and markets GC, GC-MS, Headspace and HPLC systems along with a full range of accessories, consumables and support services. SCION Instruments also markets CompassCDS™ stand-alone and client-server chromatography data systems.

SCION Instruments has facilities in Livingston Scotland, Goes The Netherlands, Canada, USA as well as manufacturing in Shanghai, China. SCION Instruments is part of the Techcomp Group of Companies. More information about SCION Instruments is available at www.SCIONinstruments.com.

Position Summary

The SCION Instruments Custom Solutions Manager will be responsible for the Custom Solutions Group in Goes, the Netherlands. The Manager has the responsibility to manage a small team for the delivery of state of the art solutions for our customers, direct Sales Managers and channels.

You will be, together with the rest of the team, the focal point for Sales Managers and Product Managers to help out with any technical questions and solutions for any application or systems that are not standard or specified in the price list.

After a training period, you will be able to configure bespoke solutions and create engineering reports that will improve our hit rate selling our custom solutions. You have many focal points within the company to help you identify our strengths and translate that to a competitive solutions.

The Solutions that we offer are based on our existing technology: GC, GCMS, HPLC, Software and peripherals.

The Custom Solutions Group is also responsible for small engineering projects that are coordinated from R&D and Project Managers.

As you will be based in the factory, you have access to all the knowledge base of various departments.

Key Responsibilities

- Configure Custom Solutions based on existing platforms: GC, GCMS, GCTQ and HPLC
- Provide solutions/applications to solve customer analysis challenges
- Provide technical documentation and specifications to the Product Managers
- Provide Technical support to Sales Managers and Channels
- Suggest solutions and improvements to our existing product portfolio in cooperation with Product Managers
- Conduct technical training, experiments, and demonstrations in theory and practice for external and internal customers
- Participate in key conferences and giving presentations
- You are flexible and eager to help customers with their application challenges

- You have an out of the box mindset and a critical look on how we present our solutions to end users
- You have a mindset that wants to provide competitive custom solutions
- You have a broad look on the competition and their solutions
- You develop a data base of ready to configure or reconfigure solutions for the channels and end users
- You keep up with the latest development in our field and train your team on these developments
- Work closely with R&D, Marketing, Sales, and Operations

What will convince us:

- Bachelor's degree in a scientific discipline such as Analytical Chemistry
- Professional experience with Chromatography, preferably Gas Chromatography
- Knowledge of Application Development
- Working experience as an application Manager or Application Scientist is a plus
- High technical understanding and ability to provide proper & fast solutions
- Proactive, customer-focused, and commercial thinking
- Identification with our corporate values: sustainability, openness, enjoyment

What we do for you

We offer a challenging and international environment at the forefront of technology, in an international network of renowned industrial customers. This is your opportunity to bring new technologies to the market that will have an impact on tomorrow's society.

SCION Instruments, as an employer of choice, offers you an attractive compensation and benefits package including flexible working hours. Furthermore, SCION Instruments offers a wide range of training possibilities.

By joining the Custom Solutions Group, you will be part of a team of disruptive innovators and thinkers. Together, with a team of Sales/Product Managers/Marketing, you will work on state of the art technologies that has a legacy of over 50 years.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.