

Location: Westlake Village, CA

Seeking your personal challenge?

Implen is a privately held corporation that is a leading supplier of 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 maintained a strong focus on the customer—taking pride in providing quality products and a high level of customer service to achieve total customer satisfaction.

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 (basic repairs only)
- Provide technical and application support to distribution partners
- Travel up to 30% (conferences, trainings, etc.)

Profile

- 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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