Malvern Instruments, Inc, Northampton, MA

Helpdesk Specialist – MicroCal products

Malvern Instruments, Inc. has an immediate opening for a Customer Support Helpdesk Specialist based in Northampton, MA, Westborough, MA or Houston, TX. The Helpdesk Support Specialist will become an expert in all support aspects of MicroCal microcalorimetry products. He/she will be expected to enhance customer support and product sales in the American territories through a proactive integration of their technical expertise into the daily customer support & training activities of the MicroCal team and customer base. They will have to support all customer inquiries via telephone and e-mail or other means of communication for the Americas territory. Occasional field support visits are required.

The successful candidate must possess strong technical credentials and excellent verbal and written skills as they will be communicating with well educated scientists and engineers on a daily basis. This exciting position will expose the candidate to a myriad of industries, product and process development situations, providing a great career opportunity to advance one’s analytical, engineering and Customer Service skills. Extensive training will be provided by a team of experienced scientists and engineers, some of the most highly regarded experts in their field – the training involves MicroCal products and technologies, and how they are utilized to solve real-life problems in the industries that we serve. Limited overnight travel is possible as well as travel to our UK headquarters.

The successful candidate will demonstrate the ability to define problems, collect data, establish facts, and draw valid conclusions, along with the ability to interpret an extensive variety of technical instructions in mathematical or schematic forms, dealing with abstract and concrete variables.

This person should have experience installing and repairing laboratory instrumentation or similar equipment. This person must ensure that overall customer satisfaction is maintained at the highest level possible, by responding to customer inquiries, needs and/or complaints promptly and courteously. Also as required, provide backup support for field service jobs, including installations and training of the customer for newly purchased equipment.

The position requires a minimum of a Bachelor of Science degree from a US accredited university, or equivalent on the job experience. Preference will be given to those with experience in thermal analysis or biopharmaceutical research. Fluency in English, written and verbal, is required. Fluency in Spanish, written and verbal is desired.

Our benefits package includes a competitive salary, company profit share scheme, an employer-matched 401(k) savings, medical & dental coverage and tuition reimbursement.

Please send resumes to:

Verna Frasca | MicroCal Applications Team Leader at Verna.Frasca@ge.com