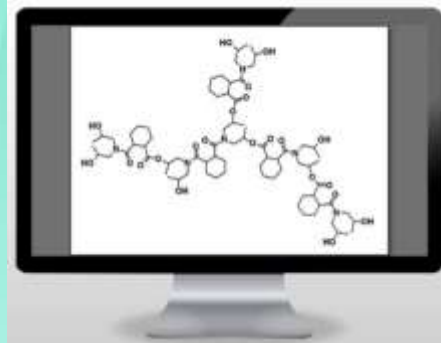




# deepmatter®



## **WE'RE HIRING A CUSTOMER SERVICE ENGINEER BE PART OF A FUTURE-FOCUSED COMPANY REDEFINING AN ENTIRE SECTOR**

### **ABOUT DEEPMATTER**

DeepMatter® aims to revolutionise chemistry through its integration with technology to enable a greater use of artificial intelligence and ultimately facilitate the autonomous synthesis of new molecules through robotics. Sitting at the heart of this is data. The increasing digitalisation of the life science and chemistry markets means organisations are collecting more data, requiring confidence in that data and wishing to create value from that data.

DeepMatter has developed and is commercialising data rich platform technologies, including software integrated with laboratory hardware, with the ability to collect ubiquitous and novel data, clean up and structure the data whatever the source, and apply machine learning analysis to enable actionable knowledge – thereby increasing productivity, discovery and compliance gains.

We are a vibrant, high-growth technology company with our offices based in Glasgow, Munich and many employees remote across Europe.

### **THE ROLE**

We are looking for a talented, enthusiastic Customer Service Engineer with strong communication and organisational skills to enhance the team managing hardware and software services while providing a link between external customers and internal operations.

Preferred location Glasgow. Flexible working available.

### **KEY RESPONSIBILITIES**

- Manage stock of equipment catalog, forecast of requirements and ordering of replacements with regard to lead times
- Configure and test customer systems and equipment prior to shipping to site
- Prepare, pack and ship required equipment to customers, preparing customs documentation and certificates as required for each geography.
- Deliver training to customers on user of system and provide ongoing customer support throughout customer use.
- Monitor usage and health of customer systems, reporting on status and managing issues that arise.
- Provide guidance, and support to customers about DeepMatter products and services.
- Provide a supportive link between DeepMatter and external customers, while demonstrating a positive and professional image through written and verbal communication.
- Successfully manage high volumes of customer-facing interactions via written and verbal communication.
- As a core member of our Services team, be first DeepMatter contact for our customers.
- Respond customer requests within one business day.
- Ensure the successful delivery of DeepMatter services and inform customers on their services updates in alignment with our technical experts.
- Track customer feedback, issues and complaints, notify appropriate internal management and

## REQUIRED SKILLS & EXPERIENCE

- Minimum Bachelor's degree (Chemistry, Chemical engineering etc.)
- Effective written and verbal communication in English and German
- Ability to understand and communicate scientific and technical information on DeepMatter services
- Ability to work in a fast-paced environment and multitasking
- Ability to prioritize and follow up on assigned tasks
- Ability to work well under pressure while maintaining a professional attitude
- Excellent organizational and documentation skills
- Proactive approach to continuous process improvements
- Team player

## PREFERRED SKILLS & EXPERIENCE

- 2+ years chemistry laboratory experience
- 2+ years experience in customer-oriented roles
- Degree (Engineering, Chemistry, Chemical engineering, Consumer Affairs, Consumer Science etc.)
- Project management experience

## COMPANY BENEFITS

- Employee share options scheme
- Employee bonus scheme
- Flexible working
- Generous holiday allowance
- Generous refer a friend scheme
- Tax advantageous schemes such as gym/equipment reimbursements (wellness subsidy scheme)
- Company outings, off-sites and events throughout the year
- Central office location in Glasgow
- Roof terrace and games room within the office building
- Complimentary snacks and drink in our offices



### HIRING MANAGER

Meryem Hilal Guersu

Group Services Lead

Please send a CV and covering letter to [careers@deepmatter.io](mailto:careers@deepmatter.io)