

The SOTAX Group is a leading provider of scientific laboratory instruments, testing equipment, data management solutions, technical services and analytical contract development services. Our customers are scientists in analytical R&D, quality control, and production of the pharmaceutical industry worldwide. Our instruments, software, and services are recognized by our customers as the industry benchmark for best-in-class solutions.



Join our Westborough, MA / USA based team as a

Technical Support Specialist

The main objective of this position is to provide best-in-class support to our Field Service Engineers and our many customers across the Americas. The ideal candidate will have experience in a Pharmaceutical or Medical instrument setting and demonstrate excellent interpersonal skills.

This position will report directly to the Senior Manager, Technical and Multi-Vendor Support.

Job Target

- Provide technical and application support to Field Service Engineers (FSE's) and customers
- Become a subject matter expert on instrumentation and services provided by SOTAX
- Perform multi-vendor (HPLC, GC, analytical instrument) services in our Application & GMP Labs
- Provide technical training for FSE's and customers
- Perform occasional field services in the Northeast US
- Assist in technical crisis management for escalated customer situations
- Execute in-house bench repairs and calibrations
- Help refurbish SOTAX instruments traded in for resale
- Assist with QC testing for instruments manufactured on-site
- Work within the ERP system on technical service processes
- Create cost estimates for repairs and billable service work
- Report on technical issues encountered and assist in their resolution with a view to continuous improvement of our products, processes, and documentation

Job Requirements

- BS in Chemistry or electromechanical discipline and/or a minimum of 3 years relevant work experience
- Excellent interpersonal and customer service skills (phone, email, in person)
- Strong electro-mechanical troubleshooting and repair skills
- Previous experience with lab or production instruments/automation
- Experience with HPLC, GC, and general lab instruments is desired
- Strong organizational and project management capabilities
- Ability to travel overnight on occasion
- Knowledge of GMP practices in the pharmaceutical industry are desired

Our compensation package includes a competitive salary, Section 125 plan for health insurance, company provided life insurance, short and long term disability insurances, safe harbor 401(k), paid vacation, personal and sick time in addition to holidays.

For more information regarding SOTAX, please visit our website at www.sotax.com.

Recruitment will begin immediately.

Resumes should be sent via email to nancy.young@sotax.com.

Nancy Young | nancy.young@sotax.com

SOTAX Corporation | 2400 Computer Drive | Westborough, MA 01581 | USA

SOTAX is an equal opportunity employer.