Technical Consultant – Full Time Permanent

Job Reference: SCITCC2020
Job Title: Technical Consultant
Location: Cambridge, UK
Salary: £ Competitive dependent on experience
Benefits: Healthcare, Pension, Bonus plan, 25 days annual leave
Hours: 37.5 hours per week (Monday – Friday)
Start Date: Immediate

The Company

SciBite Limited is an exciting company based in Cambridge UK that is transforming the way life science organisations handle text and documents. Recently acquired by Elsevier. Our semantic solutions understand the complexity and variability of content within Life Sciences yet are still simple to use. We can quickly identify and extract scientific terminology from unstructured text and transform it into valuable machine-readable data. Flexibility is key. Multiple deployment options from pre-built end-user applications through to 3rd party application integration mean that the value of our semantic technology reaches a much broader audience than ever before.

The Role

Supporting our customers is our top priority and something we believe is paramount to our success. We are actively expanding our team and are looking to hire a UK-based Technical Consultant to provide regional support to our growing customer base.
Joining us means that as well as a highly competitive salary and fantastic benefits package, you will participate in and manage the success of customer project work covering the cutting edge of informatics and drug discovery with some of the world's major pharma and life science companies. A dynamic, passionate and close-knit team, we're always learning new approaches and skills and will actively encourage you to challenge the norm as we continue to evolve as a business.

Reporting into the Lead Technical Consultant, the successful candidate will work with many of our customers to understand their needs and provide a technical perspective on how we can best help. The successful candidate will engage both with customers and internal teams to help develop approaches and implement solutions to solving key business challenges.

Duties

The main duties of this role include:

- Providing proactive technical support to licenced customers; including supporting onboarding, identifying issues and pain points, providing relevant training when needed and identifying new projects - it is important that the candidate is seen as a trusted advisor

- Contribute to internal R&D and product roadmaps by gathering and qualifying ever changing customer requirements and feeding these back to the tech team
- Identifying license growth opportunities and feeding these opportunities back to the sales team
- Supporting the helpdesk, the candidate will be expected to be able to provide tier 1 support to customer tickets
- Maintaining an in-depth understanding of SciBite tech, the candidate will become a product specialist and keep abreast of the ever-evolving stack
- Providing thought leadership and strategic direction for the company
- Representing the company at external events, whether that be attending or speaking at conferences, webinars etc.

Qualifications/Skills/Experience

The ideal candidate for this role will have:

- Proven experience in and understanding of the Life Sciences / informatics market
- Experience of managing successful customer projects and knowledge of relevant technologies in support of these
- PhD +1 year or equivalent experience
- A degree in relevant subject area such as Computer Science, Computational Biology, Bioinformatics, or similar
- Excellent written, verbal, interpersonal, presentation and demonstration skills – the candidate must be able to convey complex tasks to a wide-ranging audience
- Ability to identify problems and apply creative solutions to these in a dynamic environment
- Experience of working under pressure and with minimum supervision
- Familiarity with basic concepts in the life sciences and commonly used datasets and standards/ontologies
- Genuine interest in technology and the desire to continue learning to drive career development

Additionally, experience in any/multiple of the following fields would be advantageous and reflect the focus of the prescribed role:

- technical background with understanding of data-science, python, text-analytics, machine learning and software development in an enterprise customer setting either on-prem, in the cloud or as a SaaS offering

What We Offer:

A career at SciBite comes with the chance to help tackle real-world challenges of some of the biggest companies in biomedicine and beyond. Coupled with that comes competitive salary, a fantastic benefits package, share options and the chance to work in an environment that encourages innovation and personal development. Perhaps most importantly, working at SciBite offers a chance to enjoy working in a small, friendly team where what you contribute really makes a difference. If you're excited

by innovation and want to join a company that's breaking new ground and growing quickly, please apply at careers@scibite.com quoting the position reference above.