Technical Consultant, West Coast USA – Full Time Permanent

Job Reference	SCITCUK21
Job Title	Technical Consultant, WC
Location	West Coast, USA
Salary	$ Competitive dependent on experience
Benefits	Healthcare, 401k, 23 days annual leave, Bonus plan
Hours	40 hours per week (Monday – Friday)

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 and deep learning 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.

Our team of expert software engineers and data scientists are at the forefront of the latest developments in AI, such as ontologies, knowledge graphs and machine learning. Through our parent company, Elsevier, our team has access to an incredible range of resources, content and opportunity from a global life-science leader, while retaining that agile small company feel.

The Role

Our customers are central to everything we do at SciBite. The Professional Services Team's top priority is to ensure our customers (both new and old) are able to clearly demonstrate and quantify value from their investment with SciBite; this includes effective planning, deployment, maintenance and futureproofing of the solutions they license. Reporting to the USA Director of Professional Services, the successful candidate will work closely with the commercial and delivery teams at SciBite to expand existing and secure new customer relationships licensing SciBite's innovative software. The candidate will facilitate technical discussions and provide product demonstrations to scope out clearly defined projects demonstrating the capabilities and value of the SciBite Semantic Platform to new/existing customers.

Duties

The main duties of this role include:

- Develop and maintain deep understanding of SciBite technologies, the latest industry trends and how these apply to various customer needs.
- Providing proactive technical expertise to licenced customers; including supporting onboarding, identifying issues and pain points, providing relevant training when needed and identifying new projects
- Working closely with the sales team to drive new business development opportunities and attending meetings as a technical expert
- Understanding relevant customer use cases and how best to position SciBite to address these.
- Contribute to SciBite internal R&D through qualifying and prioritizing customer feedback to the product management team.
- Working with the project management, implementation and delivery teams to ensure post sales processes run smoothly and that customer requirements are met
- Liaise with customers to understand and capture project requirements
- Helping the sales team scope customer proposals
- Support and external and internal customer facing events

Qualifications/Skills/Experience

- Proven experience in & understanding of Life Sciences / Bioinformatics while being comfortable to discuss the various technologies and trends that are currently applied. Experience in text mining with NLP a plus
- Demonstrate a comprehensive understanding of the technologies / environments / vendors commonly used in the informatics industry
- Able to clearly articulate complex solutions to all hierarchical and technical levels within a customer organisation
- A good team player / self-starter with the ability to work using own initiative
- Experience of working under pressure and with minimum supervision
- Punctual with effective time management skills
- Can set priorities and be flexible in changing environment
- Ability to identify problems and apply creative solutions to these in a dynamic environment
- Excellent written, verbal, interpersonal, presentation and demonstration skills
- Previous knowledge of working within in a similar role and/or organisation
- Genuine interest in technology and the desire to continue learning to drive career development
- Bachelor's degree 3+ years of experience working with informatics software required

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.

SciBite Values		
Customer Focused	Passionate	Integrity
Innovation	Appreciation	Accountability