Director Professional Services, East Coast USA – Full Time Permanent

Job Reference	SCIDPSUSA21
Job Title	Director, Professional Services, East Coast USA
Location	North America, East Coast
Salary	$ Competitive
Benefits	23 days annual leave, bonus, private healthcare, 401k
Hours	37.5 hours per week (Monday to 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 future-proofing of the solutions they license. Reporting to the Head of Professional Services, the Director of Professional Services will lead and influence a regional team of Technical Consultants to support to expand existing and secure new customer relationships licensing SciBite's innovative software in-line with SciBite's commercial objectives. The candidate will provide technical and strategic leadership to the team whilst ensuring the team are up to date with all current developments both within SciBite and the customer markets. As one of the key customer-facing technical leaders at SciBite, this candidate will need to establish and nurture a strong external profile both personally and on behalf of SciBite.

Duties

The main duties of this role include:

- Lead and manage the growth of the regional Technical Consultants team in-line with SciBite's commercial strategy
- Providing thought leadership and strategic direction for the company whilst maintaining a deep understanding of SciBite's tech and the market requirements

- Representing the company at external events, whether that be attending or speaking at conferences, webinars etc
- Establish strong customer relationships with key SciBite customers and provide high-level technical expertise to support these accounts. It is important that the candidate is seen as a trusted advisor
- Working closely with the sales team to drive new business development opportunities and attending meetings as a technical expert where required
- Identify, publish and present new customer use cases and how best to position SciBite to address these
- Oversee the SciBite helpdesk – ensure that tickets are triaged and resolved in a timely fashion
- Contribute to SciBite internal R&D through qualifying and prioritizing customer feedback to the product management team
- Oversee/approve the technical scope of customer proposals

Qualifications/Skills/Experience

- A strong leader with the ability and experience to manage a high-performing team
- Deep understanding of Life Sciences / Bioinformatics and the associated various technologies and trends within the market. 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
- 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 5+ / Phd 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.