



Solutions Engineer Manager, China – ACS International

ACS International, Ltd. (ACSI) is a wholly-owned subsidiary of the American Chemical Society. ACSI is comprised of representatives that serve the scientific community worldwide. Employees represent products and services provided by ACS divisions, including ACS Publications and CAS (SciFinder® and STN®) to the world's most important scientific companies, government organizations, global patent offices and academic institutions to promote research and discovery.

ACS International is currently seeking a Solutions Engineer Manager based in China.

Position Summary

This position is responsible for developing and customizing solutions for high potential opportunities and strategic accounts in China. The Services Engineer Manager grows the opportunity and implement solutions developments by:

- Fully understanding customers' customization needs through various communication ways such as aggressive scheduling consultative service solutions demonstrations to potential prospects, meeting with users group and technology team of clients to listen to their needs, working with Solutions Engineer in HQ to provide solutions suggestion, etc. so to support Account Consultant team cultivating and realizing concrete CAS Custom Services opportunities.
- Serving as the bridge between the client and CAS Custom Services, IT and other related divisions to facilitate the creation, development and execution of the customized solutions based on CAS's expertise and resources.
- Meet with high level stakeholders and senior decision makers in the client organization to introduce CAS Custom Services solutions and answer technical questions.
- Effectively identify, communicate and work through client problems, issues and opportunities.
- Assists with creation of business cases to showcase value of customized solution over standard solutions.
- Work with Account Consultant to anticipates and drive growth of additional services and coverage levels by conducting thorough needs assessments and matches these needs to the appropriate solutions.
- Comfortable giving thought-leadership presentations at conferences, seminars and exhibitions.
- Providing creative support for specific platform building.

Position Accountabilities

- Digests and absorbs all training materials that facilitate the execution of solution design and development.
- Team up with Services development team in HQ on various tasks.
- Stay well versed in new and emerging technologies to develop new ways to solve client challenges.
- Work with Account Consultant and Solutions Engineer in HQ to effectively identify opportunities for customized solutions, qualifies opportunities and moves qualified opportunities into the Solution phase via technological support.
- Meet with C-level decision-makers and other stakeholders, users group to discuss about customers' requirements and demo CAS's custom solutions.
- Work with Solutions Engineer, IT and related divisions to build up product development capabilities and deliver customized solutions for local clients.
- Trouble shooting and provide technical support for local clients.
- Train Account Consultants and Customer Success Specialist on value proposition and workflow of CAS Custom Services.
- Maintain reports customer information through the CAS channels and CRM system.
- Participate on an as needed basis on deal desk calls with strategic account, senior management and field teams to strategize on the optimal strategy for top accounts.
- Performs other duties as assigned.

Minimum Education/Experience/Technological Knowledge

- Master's Degree in Computer Science; an additional chemistry-related science degree is highly preferred.
- Experience working in a global capacity across multiple reporting lines and cultures.
- 5 or more years of digital product development experiences.
- Excellent communication skills with executives, stakeholders and users to drive alignment on common objectives
- Must be fluent in Chinese and English.
- Demonstrated self-motivation and initiative.
- Strong teamwork expected to work with field representatives and Services-related teams in headquarter.
- Domestic travel required often, international travel at least 3-4 times a year.

To apply for a position, please submit your cover letter and CV to careers@acs-i.org