

Technical Training & Customer Support (Pune)

As Technical Training and customer support professional, you will be responsible for conducting product training and help-desk support to customers in the field of scientific and patent information. This job involves travel to customer sites in India

About Company

ACS International India Pvt Ltd. (ACS-I India) is a wholly-owned subsidiary of ACS International, Ltd USA and a part of the American Chemical Society. ACS-I India represent products and services provided by ACS divisions, including CAS (SciFinder Discovery Platform and STN®)) to the world's most important scientific companies, government organizations, global patent offices and academic institutions to promote research and discovery.

Position Responsibilities

- Responsible for conducting product training and help-desk support to customers in India
- Conduct technical sessions using web conf tools as well as on-site user meetings/tech conferences
- Prepare and customize training/presentations to meet specific customer needs in wide range of research areas and patent topics.
- Maintain strong customer relationships with existing customers.
- Work in close co-ordination with sales and marketing teams.
- Report detailed market intelligence and provide customer feedback regularly.
- Work in Global team environment, attend skill development programs.

Position Requirements

- Masters Degree/PhD. or equivalent in Chemistry, Bio-Chemistry, Biotechnology or related fields from a reputed University and 3-5 years of proven track record.
- Willing to travel extensively (30% of time) within India for on-site trainings of users at Academics Research labs and corporates.
- Self-motivated, proactive with excellent communication skills in English.
- Effective presentation skills and ability to communicate and answer product, content and feature queries
- Knowledge of STN and SciFinder will be an advantage

If interested, please send your cover letter and CV to hrd@acs-i.org

www.cas.org