

Application Support Scientist

Optibrium (www.optibrium.com) is a growing technology company dedicated to providing software to guide decisions involving complex, uncertain data in an intuitive way. Our primary product, StarDrop, is focused on the pharmaceutical industry, helping scientists in the design and selection of high-quality potential drug molecules. We have recently launched an additional platform, Augmented Chemistry™, bringing leading-edge artificial intelligence technologies to supplement the experience of expert scientists.

We are looking for someone with a background in chemistry, informatics or computer science to join our Application Science team, supporting our users and helping them to get the most value from our software. This position will be based in Boston, MA or the northeast USA and may involve some travel to client sites (up to 25%) across North America.

Responsibilities and Objectives

- Develop a comprehensive understanding of how to deploy and use StarDrop in the context of small molecule design, optimisation and data analysis and workflows within the pharmaceutical and related life sciences
- Deliver organized, courteous and effective support to our users via email, telephone/web-meeting or in person, answering questions and providing guidance on the installation and maintenance of our software and its application to their research projects. The StarDrop desktop application is supported on Windows and Mac, and its servers are Linux-based. Support tickets are tracked daily in our online helpdesk software
- Collaborate with our UK-based software engineering team to address technical issues that our customers may encounter, including installation (client and server), application extension (Python scripting) and usage questions
- Provide timely feedback to our product development team regarding bugs or potential feature enhancements. Track these in our web-based project tracking system and communicate progress to customers
- Provide individual and group training to new users to help them to learn how to use our software. Training is offered to customers via web meeting or at a customer site, working together with our business development team
- Take advantage of opportunities to conduct scientific validation studies and contribute to co-authoring posters and presentations with our research team

If you're interested in joining a growing, entrepreneurial team working in an exciting field, please apply with a CV and covering letter to vacancies@optibrium.com (unsolicited applications from agencies will not be accepted).