Application Support Scientist

Optibrium (www.optibrium.com) is a growing technology company dedicated to providing elegant software solutions for drug discovery. Optibrium's lead product, StarDrop™, is a comprehensive suite of integrated software that guides small molecule design, optimisation, and data analysis, improving the speed, efficiency, and productivity of the discovery process. The company's new Augmented Chemistry® products and services deliver ground-breaking artificial intelligence technologies that continuously learn from all available data to supplement researchers' experience and skills.

To support our growing customer base and product portfolio, we are looking for someone with a background in chemistry or life sciences to join our Application Science team to help our users to get the most value from our software.

The role will be based in Cambridge, UK, or Boston, MA, with opportunities to travel (up to 25%) to visit customers and attend conferences.

Responsibilities and Objectives

- Develop a comprehensive understanding of how to deploy and use StarDrop and Cerella™ in the context of small molecule design, optimisation and data analysis and workflows within the pharmaceutical and related life science industries
- Deliver organized, courteous, and effective support to our users via email, telephone/web-meeting or in person, answering questions and providing guidance on the application of our software to their research projects. Support tickets are tracked daily in our online helpdesk software
- 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
- Collaborate with our software engineering team to address technical issues that our customers may encounter, including installation (client and server), usage and application extension (Python scripting) questions. The StarDrop desktop application is supported on Windows and Mac, and its servers are Linux-based.
- 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
- Participate in writing and editing documentation, worked examples, and tutorials, and recording supporting videos
- 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).

Background

Founded in 2009, Optibrium is headquartered in Cambridge, UK, with offices in the Boston and Bay areas, USA. Optibrium continues to develop new products and research novel technologies to improve the efficiency and productivity of the drug discovery process, and recent investment from Kester Capital further accelerated our growth. We work closely with our broad range of customers and collaborators, including leading global pharma, agrochemical and flavouring companies, biotech, and academic groups.