Title: Technical Resource Specialist

Salary: $45k-60K (depending on experience and qualifications)
Hours/week: 40 (full-time)
Travel: As Needed, up to 20%
Location: Partially remote, with ability to work onsite in Torrington CT as needed
Reporting to: Technical Resource Manager

Summary:
Growing biomedical company looking for the right person to support veterinarians and scientists in the application and use of research equipment. The ideal candidate should be highly focused with excellent communication skills over phone and email. The Technical Resource Specialist will primarily be responsible for creating educational material and supporting the best physiological monitors and anesthesia equipment in the laboratory animal market.

Job Responsibilities:

- Act as a high-level subject matter expert for veterinary anesthesia and physiological monitoring equipment
- Provide technical support to all customer groups and internal departments
- Assist with critical customer need visits, providing onsite technical support as needed
- Host educational presentations and webinars, both onsite and online
- Drive continuous improvement by identifying opportunities to improve and expand product offerings
- Work alongside Technical Resource Manager for creation and authorship of technical documents, including the development of technical and educational materials, research projects, etc.
- Other product support and technical resource activities as needed
- Other duties as assigned

Qualifications

- BS or MS in animal science, biology, or related scientific field required
- LVT or LAT certification desired
- Proven understanding of scientific processes and familiarity with in vivo research industries
- Effective listening and communication skills
- Excellent customer service