



What story will you tell?



Thermo Fisher Scientific Inc. is the world leader in serving science, with annual revenue exceeding \$30 billion. Our Mission is to enable our customers to make the world healthier, cleaner, and safer. Whether our customers are accelerating life sciences research, solving complex analytical challenges, improving patient diagnostics and therapies, or increasing productivity in their laboratories, we are here to support them. Our global team of more than 80,000 colleagues delivers an unrivaled combination of innovative technologies, purchasing convenience and pharmaceutical services through our industry-leading brands, including Thermo Scientific, Applied Biosystems, Invitrogen, Fisher Scientific, Unity Lab Services and Patheon. For more information, please visit [www.thermofisher.com](http://www.thermofisher.com).

Our site in Dreieich (near to Frankfurt) is a dynamic Sales and Service organization for Thermo Fisher Scientific's analytical measuring instruments and laboratory equipment and currently employs over 450 people.

We are currently recruiting an

## Application Specialist Sales Support (m/f/d) LC/MS

**Location:** Remote - Germany

**Job ID:** 157657BR

### Key Duties and Responsibilities:

- Support the sales process for Life Science Mass Spectrometry (LSMS) products in all relevant markets through application focus.
- Provide technical pre-sales and post-sales support for customers.
- Engage in customer calls/visits together with salespeople, customer support, customer product and application focused training, technical advice and support of salespeople, product demonstrations.
- Provision of application/instrument-oriented training activities in a post-sales situation on-site, off-site and through digital tools to guide the customer to the best solution for short- and long-term needs and take account ownership.
- Support sales projects with demonstrations (and all aspects required) and follow customers with high-quality post-sales support (remotely, in person) resulting in customer satisfaction, repeat orders and establishment of a user-to-trusted consultant relationship.
- Responsible to manage your allocated customer activities for pre- and post -sales.
- Develop best practices that result into sales successes.
- Collect and communicate market intelligence and VOC information to relevant stakeholders and the manager.
- Assist the review of customer training content, working closely with other specialists and experts, with the marketing teams, the factory and the sales and service teams.

### Your Profile:

- Degree in Chemistry, Biochemistry or similar.
- Profound LC/MS hands-on experience where work in the small molecule focused markets is a bonus, with LC/HRAM, QQQ or ion trap technology, resp.
- Solid knowledge of market trends of major competitors.
- Excellent customer relationship management.
- Strong accountability, solution seeker and customer advocate.
- Flexible and be able to embrace change.
- Excellent verbal and written communication skills.



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- Good self-organizational skills with a high level of motivation.
- Excellent inter-personal skills and stakeholder management skills.
- Driving License.
- Willingness to travel.
- Fluency in German and English, and other European language would be beneficial.

#### What's in it for you?

- Employment with an innovative, future-oriented organization with first class equipment.
- Full-time, unlimited working contract.
- Market oriented salary and attractive working time regulation.
- Outstanding career and development prospects.
- Company pension scheme, company accident insurance.
- Company car for private use.
- Exciting company culture which stands for integrity, intensity, involvement, and innovation.

#### Interested?

We are looking forward to receiving your application in English. Visit our career site at <https://jobs.thermofisher.com/>, please refer to the Job ID **157657BR** when applying.