



<b>Position</b>	Application Specialist	<b>Function Department</b>	Sales
<b>Grade</b>		<b>Reports To</b>	Marketing Manager
<b>Scope</b>		<b>Duty Station</b>	Head Office

### Job Summary

The Application Specialist is responsible for providing, delivering and co-ordinating formal training and demonstrations of equipment and instruments to clients. The successful candidate will also be responsible for customer service activities and ongoing customer support. They should successfully generate qualified leads, create suitable quotes, and process purchase orders.

### Main Responsibilities

- Demonstrate full range of product features including potential uses, product capabilities and benefits to customers as needed.
- Carryout basic equipment installations and qualification tests.
- Develop, coordinate, and deliver product training to customers on software, application and/or equipment use, monitor customer installations.
- Undertake basic trouble shooting and maintenance on analytical instruments.
- Improve customer satisfaction through continuing education on equipment utilization by customer.
- Support trade shows and professional conferences by making presentations.
- Use market and product knowledge to assist in developing sales, marketing and customer service strategies.
- Produce well-written post-training reports and provide regular feedback on customer satisfaction and needs.

### Critical Success Factors for the Job

Job Specifications	Behavioural Skills	Relevant Competencies
<ul style="list-style-type: none"> <li>• Minimum of bachelor's degree in chemistry or Diploma in Applied Sciences (Chemistry option)</li> <li>• Should have at least 8 years working experience in active laboratory analysis using modern analytical techniques.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent customer service skills.</li> <li>• Strong planning and organization skills.</li> <li>• Outstanding communication skills</li> <li>• Self-motivated and creative</li> <li>• Disciplined and work with minimal supervision.</li> </ul>	<ul style="list-style-type: none"> <li>• Good knowledge of modern analytical techniques and applications.</li> <li>• Competency in sample preparation and running of most analytical instrument like HPLC, GC, FT-IR, LC-MS,</li> </ul>

<ul style="list-style-type: none"> <li>• Should have at least 5 years' experience in working with various analytical software and be competent in running such software.</li> </ul>	<ul style="list-style-type: none"> <li>• Relationship management skills.</li> <li>• Report writing, presentation skills.</li> <li>• Analytical skills, detail oriented.</li> </ul>	AAS, GC-MS, ICPE among others.
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### **HOW TO APPLY**

If you meet the above requirements/qualifications and are interested in an opportunity to work with us, we would like to hear from you.

Kindly forward your application accompanied by a detailed resume, email address, daytime telephone contact, name, and address of three referees to [hr@esteckenya.com](mailto:hr@esteckenya.com) not later than **31<sup>st</sup> March 2023**.

NB: Only shortlisted candidates will be contacted. ESTEC is an equal opportunity employer.