

Customer support & scientific consultant - Zantiks Ltd, Cambridge

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Full-time maternity cover until September 2018 (potential permanent position at end of contract)

Based at the office on the Addenbrookes site, Cambridge, UK

Salary dependent on experience

Closing date: 20 October 2017

This is an exciting opportunity for a behavioural scientist who is keen to get away from the bench to help bring innovative solutions to behavioural researchers worldwide, in a role that involves both teaching to, and learning from, the scientific community. Zantiks was founded in 2014, and produces an ever-growing range of equipment that enables researchers to measure animal behaviour simply.

Ideally the candidate will have a first degree in psychology, behavioural neuroscience, biology or another degree that encompasses animal behaviour and preferably will have a PhD (or Masters degree) in behavioural neuroscience or similar. We are also interested in candidates with honours in other disciplines such as science engineering, computer science, and with an interest in behavioural neuroscience / animal behaviour.

With a deep interest in psychology and animal behaviour, the candidate will need to be highly motivated and proactive, computer literate and have excellent verbal and written communication skills. Special consideration will be given to candidates who have experience in conducting behavioural studies or have experience in programming and statistical analysis.

Daily tasks will require good people skills, strong organisational skills (including project management using a computerised management system), ability to understand customer needs and present technical information clearly.

Part of a small team, initially providing maternity cover, but with the potential for a permanent contract, you will be the lead contact for clients and potential customers, providing pre- and post-sale support and work closely with collaborating labs to ensure the company is up to date on the best use and potential developments required for all aspects of the equipment. The role includes contributing to the support content on the website, including video. Flexibility and willingness to attend local and international conferences to demonstrate the equipment is essential, as is the ability to give technical presentations to groups at scientific conferences and in university departments. The role requires problem solving, equipment testing, as well as providing technical support assistance to clients. The new team member will contribute to researching organisations and individuals online to develop new leads and potential new markets, as well as contacting potential customers via email and phone.

The new team member will work from our Cambridge office.

Applications should include a detailed CV and publication list as well as a brief statement of research experience and interests (maximum 1 page).

The closing date is 20 October 2017

For more information, an informal chat or to apply for the position please contact kate@zantiks.com