

# The Hamilton Company

<http://www.hamiltoncompany.com>

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**POSITION TITLE:** Applications Specialist

**POSITION LOCATION:** Reno, NV

**POSITION DESCRIPTION:**

Provide application and technical support to customers for Hamilton products. Act as a technical liaison between customers and Hamilton Sales team to meet and maintain customer needs. Essential job functions include:

- Develop application-specific protocols on Hamilton products by interpreting procedures provided by the customer or Hamilton Sales team.
- Perform troubleshooting of application protocols and instrumentation.
- Optimize liquid handling performance of instrumentation.
- Provide basic software and hardware training.
- Maintain support for existing customers by providing additional application protocols, training, etc.
- Understand customer expectations and schedule work accordingly.
- Document application support work and customer visits within a company database or other required format.
- Work independently, but make decisions with consultation from Hamilton Sales and Management team when necessary to ensure proper customer support.
- Maintain professional relationships with customers and co-workers.
- Reports to manager of assigned territory.

**DESIRED MAJORS:** CHE

**REQUIRED QUALIFICATIONS:**

- Must have good planning and customer relationship skills.
- Must have good presentation and communication skills.
- Must be able to travel nationally and internationally. Requires flexibility in working hours and availability for up to 25% travel.
- Must have a basic knowledge of computers.
- Able to work independently with minimal supervision.
- Must have a bachelor's degree in science, preferably in chemistry, biology, biochemistry, or other related sciences.
- Must have a minimum of 1 year laboratory experience.
- Must have experience with laboratory automation or scientific applications.
- Experience programming or operating automated scientific laboratory equipment is desired.
- Experience with programming languages and computer knowledge is desired.

**HOW TO APPLY:**

Interested students should apply online at [www.hamiltoncompany.com](http://www.hamiltoncompany.com).