

Applications/Solutions Engineer

Sydor Technologies LLC — Location: Rochester, New York

COMPANY OVERVIEW

Sydor Technologies (www.sydortechnologies.com) is a global leader providing comprehensive, customized solutions for the most complex measurement challenges in the defense, energy, security and research industries. We pride ourselves on being a trusted, collaborative partner for our customers while solving technical problems with innovative solutions. Sydor's US based operations specialize in high-speed imaging systems and diagnostics. The company's UK operations specialize in ballistic and impact testing systems, as well as scoring systems. The company operates in 33 countries around the world with its world headquarters located in Rochester, NY.

Sydor Technologies is a high growth, small business, focused on growing organically as well as through strategic acquisitions. The company has been featured as one of the fastest growing companies in Rochester (NY) Top 100 and in the top 25% of Inc. Magazine's 5000 fastest growing companies nationwide. Our success is a testament to our employees and their commitment to customer focus, team work and high performance. Our employees are the best and the brightest in the industry and are the company's greatest asset.

JOB OVERVIEW

Sydor Technologies is currently looking to fill the position of Applications/Solutions Engineer based in Rochester, New York. Successful candidates will provide pre- and post-sales support with the responsibility for the customer technical relationships to identify and communicate solutions that meet customer research objectives. The top candidate will join Sydor's technical team of very talented and dedicated optical, electrical, mechanical, systems and software engineers, scientists and technicians engaged in developing custom instrumentation for the scientific research community.

RESPONSIBILITIES

- Develop and maintain in-depth knowledge of Sydor's products, capabilities and associated applications.
- Assists sales in matching products to customer specifications to ensure product meets set experimental requirements.
- Conducts final system testing to ensure products meet customer requirements.
- Develop scenario based training to match customer specific application requirements.
- Conducts customer training and installation.
- Provide device specific technical support to customers including: troubleshooting, debugging, problem solving, general Q&A and product education.
- Assists in the direction of future R&D projects based upon customer feedback.
- Write/Proof customer-facing technical documentation.
- Works with sales on new product rollout and requirements.
- Conducts scientific investigation and analysis of technologies and applications.
- Create and maintain datasheets, white papers, application notes, user manuals and training materials.
- Represents Sydor as our scientific liaison to national laboratories, universities and advanced diagnostic community.
- Attends workshops/conferences and makes technical presentations.

QUALIFICATIONS

- Personal commitment to quality and success.
- Strong analytical and problem solving skills.
- Excellent written and verbal communication skills
- Strong organizational skills and ability to work independently
- Ability to manage multiple competing priorities
- Master's degree, or equivalent, in related discipline. Physics degree preferred.
- Minimum of 3 years of scientific instrumentation use, support or development

JOB OPENING: Applications/Solutions Engineer

TRAVEL REQUIREMENTS

- Ability to travel domestically (10%)
- Some foreign travel is required (United Kingdom and Europe)

Submit cover letter and resume/CV to OPPORTUNITY@SYDORTECHNOLOGIES.COM.

Sydor Technologies is an equal opportunity employer: "M/F/D/V – EOE".