

Job offer #20200226- Application Laboratory Manager M/F

XENOCS is an international company specialized in the development and commercialization of innovative solutions for X-ray characterization of the structure of matter. Our worldwide users are academic and industrial researchers dedicated to developing new materials and products based on a deeper understanding of the nanostructure and macro-behavior of materials. The company's headquarters are in Grenoble, France and the group has four subsidiaries in the USA, China, Denmark and Singapore for a global workforce of around 90 collaborators.

To support our continued growth, we are now looking for an:

Application Laboratory Manager M/F

In a growing international group, we offer you the opportunity to join a multicultural, dynamic and innovative team working in collaborative mode in new building located on the Grenoble peninsula, designed in a Quality of Life at Work spirit that promotes the efficiency and performance of our employees.

MISSION

Within the Sales Department, attached to the Customer Service group, the Application Laboratory Manager (M/F) is responsible for ensuring the smooth running of the application laboratory and guaranteeing the timely performance of customer tests with the best performance of our products. He/she is one of the privileged interlocutors of our customers for the demonstration of the performances of our solutions in support of the Sales team.

ACTIVITIES

Prepare the laboratory for visitors:

- Organization of the laboratory and the preparation room
- Remote demonstration solution
- Management of security protocols

Ensure functionality of the available equipment:

- Start-up and performance/reliability tests
- Preventive and curative maintenance
- Latest options available for sale functionalities
- Machines optimized for testing

Organize and coordinate customer tests:

- Planning, equipment availability, management of resources and necessary means
- Management of the customer test process and sample flows, scientific interactions with the customer and in close interaction with Sales
- Definition of customer tests, independently or in close collaboration with the rest of the application team, as appropriate

Realization of customer tests:

- Realization of measurements
- Processing and analysis of the results in the perspective of customer and sales expectations
- Writing of experimental reports and presentation of results

Management of the data obtained in the application lab:

- Monitoring and archiving of data and reports
- Internal communication

Participation in the definition of uses and improvement of products, by sharing user experience with the Product group.

Support to the Marketing activity with the generation of data and application content.

Possible evolution towards a management mission of a dedicated team in the long term.

PROFILE OF APPLICANT

Degree, Initial Training: Scientist with PhD or post-doc training with experience in small-angle scattering and SAXS/GISAXS/WAXS data analysis.

Specific skills and experience required:

- Significant experience in SAXS/WAXS/GISAXS technique.
- Experience in sample preparation
- Experience in physical measurements (temperature, current...) and vacuum techniques

- Fluent English essential, another language would be a plus.

- Autonomy, organization, rigor, perseverance, flexibility and pragmatism
- Interest and aptitude for customer relations: listening, good contact, sense of customer priority, good communicator in French and English.
- Ability to anticipate and adapt to an international, dynamic environment, on advanced scientific equipment. Ability to manage the unexpected.

- Ability to federate actions within the company and to ensure the success of customer tests.
- Significant experience in project and/or functional management

Specific skills not required but desired:

- Knowledge of complementary characterization techniques to SAXS would be a plus.
- Background in physical-chemistry of soft matter and interfaces

Experience: 5 years minimum

Type of contract: Permanent contract

Workplace: 1- 3 allée du Nanomètre, 38000 Grenoble
Occasional travel (conferences, presentation of test results at our customers' sites)

Salary: According to profile and experience
Fixed, variable, health insurance, meal vouchers, profit-sharing schemes

Applications (CV and cover letter) should be sent by e-mail to recrutement@xenocs.com.