

PERSON SPECIFICATION
Customer Support Coordinator



	Essential	Desirable	Method of assessment
Qualifications			
Educated to degree level in a computational or biological/chemical science or equivalent	E		App + Int
Experience			
Experience with providing support to end users for software application installation and/or use	E		App + Int
Experience in the use of scientific software applications for drug discovery or development		D	App + Int
Proficiency in Microsoft Office	E		App + Int
Expertise in at least two of Windows, Linux and MacOS operating systems	E		App + Int
Personal Skills and Abilities			
Ability to deal confidently with people at all levels and in varied situations.	E		App + Int
Ability to deal confidently with electronic and verbal communication	E		App + Int + A
Ability to make decisions appropriate to level of responsibility	E		App + Int
Uses own initiative	E		App + Int
Comfortable working with limited supervision	E		App + Int
Attention to detail	E		App + Int + A
Good prioritisation and organisational skills	E		App + Int
Capable of agile thinking to provide fast, accurate answers to questions	E		App + Int + A

Our Values
Quality, Innovation, Passion, Community, Collaboration, Integrity, Customer Centricity, Agility

Knowledge			
Knowledge of crystallography and/or a good appreciation of the value of structural information and how it is used.		D	App + Int
Disposition and Attributes			
Friendly and diplomatic	E		App + Int
Conscientious with a good attention to detail	E		App + Int
Flexible approach to work	E		App + Int

E – Essential, D – Desirable, Int – Interview, A – Assessment, App – Application Form

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