



JOB DESCRIPTION

Job Title: Research and Applications Scientist, Discovery – CCDC Americas

Group: CCDC Inc.

Salary Band: TBC

Reports to: General Manager, CCDC Inc.

SUMMARY OF THE ROLE

The Research and Applications Scientist, Discovery for CCDC Americas provides scientific and technical support to users of CCDC tools via all modes of communication to a high level of competency and with a rapid response time; builds and maintains user relationships, especially with Research Partner organizations; represents CCDC at scientific meetings and conferences by providing research- and/or feature-based presentations.

MAIN DUTIES AND RESPONSIBILITIES

- To provide support for the CCDC industrial community
 - Interface with users for life science/discovery science scientific support
 - Provide on-site and webinar software training to Research Partners and Industrial users
 - Take responsibility for support queries received via our support ticketing system. Work with other CCDC staff to ensure these are answered within agreed response times
 - Interface with users for technical support, primarily via email but with occasional telephone or shared screen sessions
 - Record and escalate bug reports and suggestions for product improvement
 - Provide support to other CCDC staff in the production of training materials, as needed
 - Continuously look for ways to improve existing systems or to incorporate new technology for better and more efficient working.
- To foster relationships with the structural science community through engagement
 - Represent CCDC at conferences by presenting research and functionality derived from CCDC tools, software and data
 - Engage user community via participation in scientific societies, regional user group meetings and conferences. Seek and report user satisfaction feedback after each interaction and report as appropriate
 - Assist in identifying prospective users and opportunities for user upgrades
 - Identify potential research collaborators within the Americas.
- To support research in line with CCDC objectives



- Provide input and feedback to research projects as they align with scientific knowledge
 - Identify and deliver research consultancy work for Americas-based users.
- To support the sales process throughout the CCDC
 - Engage and support existing users to further customer retention.
 - Provide demos and support sales team during discovery calls with potential users.
- Other duties
 - Assist with testing of software releases
 - Undertake additional tasks and responsibilities as may be reasonably expected of the role and as necessary in order to achieve the objectives of the CCDC.



PERSON SPECIFICATION

Education, Skills & Knowledge	
Ph.D. in biological or chemical science, or equivalent	Essential
A demonstrable interest in structural chemistry and the role of intermolecular interactions in protein-ligand systems.	Essential
Experience of the Cambridge Structural Database System, data and software	Desirable
Experience of using structure-based and ligand-based molecular modelling in the context of drug design	Essential
Experience of using initiative to drive forward research ideas	Essential
Significant experience in Python scripting and the development and application of cheminformatics tools/workflows	Desirable
Experience of writing reports and summarizing scientific findings concisely and clearly	Essential
Excellent communication and presentation skills	Essential
Abilities	
Able to work as a member of a team in an active and growing software company	Essential
Self-motivated and able to work effectively and responsibly without close supervision	Essential
Capable of agile thinking to provide fast, accurate answers to questions	Essential
Able to undertake international travel	Essential
Excellent user support skills	Essential
Experience	
3-5 years' experience in computational chemistry, pharmaceutical, drug discovery, or related field	Essential
Experience in the use of scientific software applications for drug discovery	Essential
Experience in an organization involved in structural science and/or software development or a related company	Desirable
Personal Characteristics	
Friendly and diplomatic	Essential
Conscientious with a good attention to detail	Essential
Passionate	Essential
Professional	Essential
Supportive	Essential
Accountable	Essential
Trustworthy	Essential