

Product Application Scientist

We are a Technology Company

Norcada is a photonics, MEMS and nanotechnology company located in Edmonton, Canada. The company focuses on the development and manufacturing of products with applications in environmental scanning and sensing, microscopy, microanalysis, genomics and quantum science. Since our founding in 2002, Norcada has developed a broad customer base for its products, with sales and product development collaborations in four continents and more than 40 countries worldwide.

The Position

Reporting to Vice President Business Development, this is a new position for an Applications Scientist/Engineer. This team member will work closely with business development, product development and operations teams to support existing and prospective customers. The main responsibilities of this position include handling applications and sales inquiries, supporting technical and sales teams in proposal development, demonstration and installation of Norcada products at our facilities or at customer sites, preparing application notes and manuals, and developing new applications and procedures for our products, specifically our growing family of MEMS and in-situ microscopy solutions. This is a full time, permanent position and provides medical and pension benefits.

Key Responsibilities

- Managing client development and account management, helping our customers find the best value through Norcada's products and services
- Building strong relationships with our customers through phone calls, site visits and online interactions
- Working collaboratively with various teams to advocate for customers' needs, plan training or site visits, and solve technical issues
- Design of experiments, applications development, and document preparation to support our products and assist our customers
- Travel as necessary, including occasional international travel for site visits and installations
- Maintaining internal project management systems
- Preparation of product support material, SOPs and training audio/visuals
- Supporting conference presentations and tradeshow events, locally and abroad
- Coordinating people, projects and activities to enable Norcada in delivery excellence
- Maintaining a high level of confidentiality and professionalism required from employees of a trusted high-tech brand

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Qualifications and Experience

- Post-secondary education in related scientific and engineering fields (MSc, PhD or equivalent)
- Experience with TEM, SEM, FIB, or X-Ray Synchrotron applications is required; in-situ microscopy or spectroscopy application background is an asset.
- Demonstrated proficiency in understanding and interpreting engineering drawings and design concepts
- Proven experience in developing product applications and design of experiments in microscopy and microanalysis
- Training and experience in project management would help you succeed in this position
- Proven experience in working alone and in teams
- Minimum 2 years of industry experience in sales/support/marketing of scientific equipment is ideal. Experience in technical sales will be considered.
- Experience in training customers and other stakeholders would also be considered an asset

The Ideal Candidate

- Has excellent written/verbal communication and interpersonal skills
- Has the ability to work independently and in cooperation with customers and collaborators in various countries
- Has the ability to collaborate with various engineering, product development and non-technical teams
- Feels comfortable working assertively in a deadline-driven environment
- Is detail-oriented and organized
- Can easily travel throughout North America, the UK, the European Union and Asia
- Lives in the greater Edmonton area or is willing to relocate by their own means

Candidates who wish to apply may submit their resume and cover letter via email to admin@norcada.com, or via [Indeed.com](https://www.indeed.com)