

Requisition : 2009849

Job Title : Technical Support Engineer - Entry Level

Description:

Agilent Technologies is a global, diversified technology company, with 20,000 people focused on creating instruments for the communications, electronics and life sciences industries.

Our Little Falls, (Wilmington), Delaware site, is located midway between Baltimore and Philadelphia. There, we have 800 people inventing, designing, building and marketing products that dominate the market for chemical analysis. Our products are frequently behind the headlines in the news, from environmental regulations to new drug discoveries to Homeland Security.

The primary function for the Technical Support Engineer is to provide technical support for GC analytical hardware, software, and systems to Agilent world wide field service organizations. Facilitates close communication between the manufacturing entity and service organizations to maximize customer satisfaction.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

1. Provides timely and effective hardware/software support via telephone, electronic or written correspondence.
2. Develops worldwide documentation such as Service Notes and News Letter articles when necessary.
3. Updates and teaches training courses. Provides training documentation that meets corporate standards
4. Keeps service documentation and manuals up to date for assigned products utilizing documented processes
5. Provides awareness of problems and their severity to appropriate functional areas, such as R&D, Production Engineering and manufacturing personnel through analysis of call records, warranty data and/ or problem tracking systems.
6. Develops effective action plans with escalation personnel to resolve escalations. Acts as site focal point for technical communication about escalations on assigned products. Keeps current with information about escalations. Shows initiative, uses good judgment and works with site resources to define the cause of a problem.
7. Maintains service related parts on the Agilent systems.
8. Maintains scheduled service scope of work documents including site preparation, installation, familiarization and maintenance when necessary.
9. Utilizes process planning and measurement techniques for the purpose of continual process improvement.
10. Creates discontinuance plans for hardware/software and systems that cover the phases after active manufacturing, including support life and obsolescence.
11. Maintains appropriate Agilent and Chemical Analysis Group business system information and fields such as import/export classifications, repair part.

Travel = 25% of the time

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2009849.

Qualifications :

Requirements

Bachelors or Master Degree in Chemistry or Chemical Engineering
Hands on experience with analytical instrumentation, GC, LC, or GC/MS
Related internship or co-op experience in a chemical environment
Proficient in the use of Microsoft Office programs

Desired

Masters Degree in Chemistry or Chemical Engineering
3 or more years experience in an analytical lab environment using GC, LC, or GC/MS
Software programming experience

Contact Person : Agilent Technologies

Email Address : resume.us@agilentcareer.com

Apply URL : <http://www.agilent.apply2jobs.com>

Requisition : 2010919

Job Title : Manufacturing Process Operator

Description:

On the face of it, Agilent Technologies is a sleek, global, diversified technology company focused on high growth markets in the communications, electronics and life sciences industries.

Dig a little deeper though, and you'll discover what we really are 20,000 inventors, explorers, engineers and visionaries working together to deliver the products and services that enable our customers to become more profitable and competitive.

What you'll find here is dedication to innovation and contribution, trust and respect, teamwork and an uncompromising integrity.

This is your opportunity to join the team that's bringing new products and technologies to the market faster and more efficiently than ever before. Or in other words, making dreams real.

You'll join the team in LCMS process/product/production that determines and develops approaches to assignments. Responsible for completing tasks which require planning and judgment. Solves a broad range of problems of varying scope and complexity. Produces set-ups and adjustments to equipment or production processes. Determines and/or follows techniques and operations in the fabrication, assembly and testing of assemblies or final Agilent products. Executes electronic/microelectronic/mechanical/electrical assembly or sub-assembly operations. Major responsibilities would include the building and testing of all sub-assemblies associated with the LCMS production and ESI, APCI, Nano-Spray, and Multimode sources.

This is a 2nd shift position

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2010919.

Qualifications :

May require some higher education or specialized training/certification or equivalent work experience.

Must be computer literate

Good organizational skills and detail oriented

Contact Person : Agilent Technologies

Email Address : resume.us@agilentcareer.com

Apply URL : <http://www.agilent.apply2jobs.com>

Requisition : 2011023

Job Title : R&D Operating Manager

Description:

Position Objective: Create an environment and an organization to ensure that ASA R&D emerges as a world-class development organization.

Position Description: Responsible for the overall operations in assigned R&D area of responsibility. Manages and develops tactics, customer relationships, and specific programs in order to achieve business objectives.

Responsibilities:

Customer Satisfaction:

1. Work with Manufacturing, Field and Marketing to ensure fast and efficient development of new products from lab to production.
2. Provide leadership to project teams so that project activities support the needs of customers and Agilent.
3. Actively uses FURPS+ model to drive customer satisfaction in design activities.
4. Participates in both market research and market introduction activities on new products or technologies.
5. Ensure that time and effort of work group is invested in activities that have greatest impact on customer satisfaction and, as a consequence, on business results.

People: (Learning and Growth)

1. Fosters and values a diverse work environment.
2. Coordinates the development and implementation of training for R&D teams.
3. Build and improve collaborative environment within R&D team.
4. Looks to the future to determine skills needed in the future and works toward that.
5. Encourages and provides opportunity for the development of new skills and knowledge for engineers in new technologies and processes, as well as system knowledge.
6. Recruits, selects, develop, determine assignments, appraise performance and administer salaries of reporting employees.
7. Provide coaching and performance management for members of your teams.
8. Provide a safe, clean and productive work environment.

Business:

1. Understands business group strategy and its relationship to the department.
2. Work with R&D manager to define and articulate business strategy within team.
3. Establish budgets and targets for assigned area of responsibility and manage to them.
4. Represent R&D on Product Triads and contribute toward meeting business objectives for projects during the development process.
5. Use a variety of tools, methods and processes to ensure the work of the group meets for exceeds existing quality standards.
6. Understands the role and interrelationships of each organizational function (e.g. marketing, sales, finance, etc.) and able to work across functional, organizational and global boundaries.

Process/ Technology

1. Helps to analyze and change methods/processes to improve product/process quality, performance, productivity and profitability. Actively looks for opportunities to improve products and processes.
2. Understand and ensure that your group complies with ISO requirements outlined in the Site's Quality Manual and EHS requirements.
3. Establish Business Fundamentals for those areas requiring continuous improvement or monitoring for work groups. Track and report on a monthly basis at the department level.

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2011023.

Qualifications :

1. BS or MS in Engineering and at least three years of related technical management and or supervisory experience.
2. Demonstrated strong communication and collaboration skills
3. Demonstrated skill in teamwork within an organization and across functions
4. Demonstrated ability to provide technology leadership
5. Demonstrated ability in staffing and people development
6. Demonstrated use of seasoned judgment and system thinking
7. Demonstrated skill in planning and organization
8. Demonstrate a general knowledge of business in terms of products, markets and organization.

Contact Person : Agilent Technologies

Email Address : resume.us@agilentcareer.com

Apply URL : [http://www. agilent.apply2jobs.com](http://www.agilent.apply2jobs.com)

Requisition : 2011030

Job Title : Manufacturing Coordinator-Career

Description:

Saving lives may sound dramatic, but that's the business we're in. Life Sciences and Chemical Analysis combines over 35 years' knowledge, experience and expertise with a penchant for innovation to develop new disease and drug discovery technologies that are truly changing lives. And as well as providing instruments, systems and services to the life sciences industry, we're helping to overcome some of the greatest technological challenges in the pharmaceutical, chemical and environmental arenas too, whether it's developing a high-tech canary for use in coal mines or speeding genetic research with innovative IT. Are you ready for the challenge of your lifetime? You'll even see our instruments on television shows like "CSI".

Agilent will not sponsor work authorization for this position

Our Little Falls, (Wilmington), Delaware site, is located midway between Baltimore and Philadelphia. There, we have 800 people inventing, designing, building and marketing products that dominate the market for chemical analysis. Our products are frequently behind the headlines in the news, from environmental regulations to new drug discoveries to Homeland Security. You'll even see our instruments on television shows like "CSI".

Want to bring your skills and experience to work in a progressive, dynamic environment? This is your opportunity. you'll join the team in Process/Production, setting up and operating fabrication processes and equipment, fabricating, assembling and testing assemblies and products.

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2011030.

Qualifications :

May require some higher education or specialized training/certification.
Requires a minimum of 3 years directly related experience.

Contact Person : Agilent Technologies

Email Address : resume.us@agilentcareer.com

Apply URL : <http://www.agilent.apply2jobs.com>

Requisition : 2011155
Job Title : Administrative Assistant
Description:
Administrative Assistant -

On the face of it, Agilent Technologies is a sleek, global, technology company focused on high growth markets in the communications, electronics and life sciences industries.

Dig a little deeper though, and you'll discover what we really are - inventors, explorers, engineers and visionaries working together to deliver the products and services that enable our customers to become more profitable and competitive.

What you'll find here is dedication to innovation and contribution, trust and respect, teamwork and an uncompromising integrity.

This is your opportunity to join the team that's bringing new products and technologies to the market faster and more efficiently than ever before.

Administrative Assistant -

Supporting the Logistics Center-Americas organization within World Wide Trade and Logistics for the Life Sciences and Chemical Analysis Group and 7 managers, performs a broad range of administration and coordination matters varying in scope and complexity. Prepares provides and implements recommendations to improve managers' and organization's productivity and effectiveness, such as capturing and tracking decisions and commitments. Establishes effective relationships with counterparts in other functions and sites to facilitate interactions, gather information, solve problems and provide backup coverage. Ability to apply knowledge of company operations, policies, procedures and customs. May be required to perform duties of a critical or confidential nature.

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2011155.

Qualifications :

- * A minimum of 3 years directly related experience, with typically 6 to 8 years experience.
- * Strong written and verbal communication skills.
- * Knowledge of business systems and processes.
- * Ability to apply knowledge of company policies and practices, business systems and processes to routine and complex decisions.
- * Ability to quickly and calmly react to crises, assess the criticality and act appropriately to solve problems.
- * Strong interpersonal skills; approachable, team player.
- * Proficiency in office software applications, such as MS Outlook, MS Word, MS PowerPoint, Internet.
- * Ability to use collaboration tools, such as e-Room and WebEx.
- * Ability to organize information, such as paper and electronic files, for easy, proactive access.
- * Ability to manage own and others time and calendar effectively and to prioritize and screen low value, low priority items.
- * Ability to understand the organization; to give input regarding the pulse of the department, anticipate needs, be flexible, provide service; to know where to get needed information

Contact Person : Agilent Technologies
Email Address : resume.us@agilentcareer.com
Apply URL : <http://www.agilent.apply2jobs.com>

Requisition : 2010479

Job Title : Chromatographic Applications Engineer

Description:

Want to build on your qualifications and experience? Then join the team in this dynamic, pioneering environment where you get to expand your knowledge by designing, developing and improving the products, processes and components that make us world leaders.

As a Chromatographic Applications Engineer in the Solutions Group of the Gas Chromatographic Section, your primary responsibilities will include working with customers to define and implement "special" configuration requests for application specific solution orientated Gas Chromatographic systems and related subassemblies. This position requires implementing hands-on modifications to hardware systems (GC, GCMS, and Micro GC) as well as verifying the chromatographic performance of these modifications. This position will involve reading application notes and bringing new ideas and new technologies into Production.

In addition you will work with the Order Fulfillment department to implement and document these configurations into Production. As products mature, you may be involved in the transfer of products to production at other sites. You will be required to develop a thorough understanding of the construction, operation testing and application of gas chromatographs. You will also become familiar with the systems required to place and process orders. As a member of a global team you will work with other regions where multilingual skills would be beneficial.

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Our Little Falls, (Wilmington), Delaware site, is located midway between Baltimore and Philadelphia; just

2 hours drive north to New York City or south to Washington, DC. There, we have 800 people inventing, designing, building and marketing products that dominate the market for chemical analysis. Our products are frequently behind the headlines in the news, from environmental regulations to new drug discoveries to Homeland Security.

Travel = 25% of the time

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2010479.

Qualifications :

Bachelors, Masters, or PhD in Chemistry, Chemical Engineering, related field or equivalent.
5 or more years of relevant experience in a similar environment using chromatography systems.
Demonstrated ability to modify and troubleshoot hardware.
Experience with application development on valve and/or multi dimensional chromatographic systems.
Experience using GC data acquisition software.
Demonstrated hands-on mechanical aptitude.
Strong communication skills to interface with customers and other functions within the organization.
Demonstrated ability to execute tasks and get results.
Proficiency with Microsoft Office products.
Proven project management and coordination skills.
Demonstrated ability to set and meet deadlines.
Ability to effectively influence peers.
Ability to travel 10-20%.

Desired

Some experience using gas chromatographic products in the petrochemical industry.
Familiarity with SAP
Understanding of Field Service and Support requirements for new products/options
Demonstrated ability to define and configure an analyzer, based on application requirements and to provide documentation and testing to build it in a production environment.
Ability to verify and interpret incoming orders to provide drawings as well as verbal and written guidance to production operators.
Experience with One Space, Visual Basic, Dot Net, and Visio.
Experience indicating understanding of mechanical drawings and electrical schematics.

Contact Person : Agilent Technologies
Email Address : resume.us@agilentcareer.com
Apply URL : <http://www.agilent.apply2jobs.com>

Requisition : 2011389
Job Title : SW Engineer

Description:

Jump start your career as a Software Engineer and join Agilent Technologies Life Science and Chemical Analysis Business (LSCA) Pharmaceutical Solutions (PHS) Laboratory Informatics business. This team produces the world's leading software for managing laboratory instrumentation, electronic content management, and business process workflows. Our products provide a web based infrastructure for automation of the entire lab, from data generation through analysis and reports. In addition to providing an open platform architecture for automation of the entire lab, our software adds value to our instruments resulting in increased sales.

In this role your responsibilities include:

- Designing and developing highly scalable solutions for our electronic content management and business process workflow software.
- Collaborating and partnering with cross-functional global business partners to incorporate lead edge technology into our next generation software products.

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2011389.

Qualifications :

Requires:

- BS/MS Degree in Computer Science or equivalent in a related field
- 3+ years experience in hands on SW design and development in Web-based applications and Web Services using Microsoft .NET development tools
- Proficient in programming in C#, ASP.NET, VB, C++, ASP, COM+, or ActiveX
- Experience designing and developing scalable solutions for very large databases (Oracle and Microsoft SQL Server) is highly desired
- Experience with electronic content management SW, process workflow SW technology is highly desired
- Software localization, working with software for a regulated and/or audited environment or chromatographic data systems experience highly desired
- Track record of success in meeting project timelines
- Must have excellent verbal and written communication skills
- Ability to work individually or within cross-functional global teams

Geo Location: Pleasanton, CA

Contact Person : Agilent Technologies
Email Address : resume.us@agilentcareer.com
Apply URL : <http://www.agilent.apply2jobs.com>

Requisition : 2011411

Job Title : Executive Assistant

Description:

Agilent Technologies is a global, diversified technology company, with 20,000 people focused on creating instruments for the communications, electronics and life sciences industries.

Our Little Falls, (Wilmington), Delaware site, is located midway between Baltimore and Philadelphia. There, we have 800 people inventing, designing, building and marketing products that dominate the market for chemical analysis. Our products are frequently behind the headlines in the news, from environmental regulations to new drug discoveries to Homeland Security.

In this role as an Executive Assistant you will support the Sr. Manufacturing Manager. The successful candidate will perform advanced, diversified and confidential administrative duties requiring broad and comprehensive experience, skill and knowledge of organization policies and practices. Prepare correspondence, reports, etc. Screens telephone calls and visitors, and resolves routine and complex inquiries. Schedules appointments, meetings and travel itineraries, and coordinates related arrangements. Requires thorough knowledge of company operations, policies and procedures.

Applies knowledge of the job and company policies to complete assignments

Assignments require independent judgment

Assignments are fairly complex in nature and deadline-oriented

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2011411

Qualifications :

May require some higher education or specialized training/certification. Requires a minimum of 3 years directly related experience, with typically 6 to 8 years experience. Demonstrated proficiency in all MS Office applications required, including PowerPoint, Excel, Word, Access, etc. Some SAP knowledge desired. Strong communication skills, both verbal and written are required.

Contact Person : Agilent Technologies

Email Address : resume.us@agilentcareer.com

Apply URL : <http://www.agilent.apply2jobs.com>

Requisition : 2010933

Job Title : Consumables Product Manager

Description:

Product Marketing Engineer

Want to grow your career in marketing? Here, you'll join a dynamic and progressive team that's designing and implementing direct marketing strategies to drive growth in the consumables business. On the face of it, Agilent Technologies is a premier measurement company focused on the high growth \$40B measurement markets in the life sciences, chemical analysis, communications and electronics industries. Dig a little deeper though, and you'll discover what we really are - 20,000 inventors, explorers, engineers and visionaries working together to deliver the products and services that enable our customers to become more profitable and competitive. What you'll find here is dedication to innovation and contribution, trust and respect, teamwork and an uncompromising integrity. This is your opportunity to join the team that's bringing new products and technologies to the market faster and more efficiently than ever before.

The successful candidate will

- Develop marketing programs for consumables products, that align with the business strategy, meet the stated revenue, profitability and market share objectives.
- Collaborate with product managers and the marketing communications team to develop product messaging and positioning that is translated into marketing collateral and promotion plans.
- In collaboration with marketing communications and the field, translate the marketing strategies into tactical programs for implementation.
- Participate in and contribute to marketing program planning.
- Drive other marketing projects related to the growth of the consumables business as needed.

Agilent Technologies is a global, diversified technology company, with 20,000 people focused on creating instruments for the communications, electronics and life sciences industries.

Our products are frequently behind the headlines in the news, from environmental regulations to new drug discoveries to Homeland Security.

This position can be based in Santa Clara, CA or Wilmington, DE.

Travel = 25% of the time

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2010933.

Qualifications :

Requirements:

- B.S. in Chemistry, or Biological Sciences. MBA preferred. Bachelor's degree in a different technology-related field, marketing or in business administration will be considered if the candidate has strong work experience in the analytical chemistry market or consumables market.
 - Minimum of 3 years relevant experience working with Marketing Programs, preferably 5-8 years
- Training or experience with Direct Marketing campaigns
- Demonstrated skills in customer facing marketing activities
- Experience with pharmaceutical customers through marketing, sales or support activities with a track record of results
- Effective project management and organizational skills
 - Good written and verbal communication skills
 - Good content presentation skills (reporting, etc.)
 - Proficient in MS Word, MS Excel, MS PowerPoint

Skills

- Ability to work collaboratively cross organizationally and cross functionally
- Ability to work well with a diverse group of individuals throughout an organization
- Strong initiative
- Familiarity with consumables customers in their laboratory environment and understanding of the channels that serve them.

Preferred skills

- Experience developing and deploying worldwide direct marketing campaigns
- Experience in HPLC consumables market
e-marketing experience in life science and analytical /chemical analysis markets

Contact Person : Agilent Technologies
Email Address : resume.us@agilentcareer.com
Apply URL : [http://www. agilent.apply2jobs.com](http://www.agilent.apply2jobs.com)

Requisition : 2011234
Job Title : R&D Project Manager

Description:

In this exciting and challenging role at our Santa Clara, CA site, the R&D Project Manager is responsible for management and coordination of next generation GC/MS systems and associated projects. Also included in the responsibilities is the management of GC extension projects. Develops strategies, customer relationships and specific programs in order to achieve business

objectives. As a member of the R&D staff, staff level projects and initiatives will be assigned.

Responsibilities include:

- Manage a multi-disciplined development team and coordinate with cross-functional partners.
 - Work closely with product marketing and technical marketing to manage cross-product compatibility and limitations.
 - Complete real time capacity planning and workload balancing to manage multiple projects in various phases of the lifecycle.
 - Actively work with the management team to establish project objectives (functionality, usability, reliability, performance, support) including managing change to these items.
 - Assist technical marketing in resolving customer defects.
 - Progress the development processes into the next level of design innovation. Evaluate and develop metrics that apply to current development environments.
 - Recruits, develops, and manages performance of technical people.
- Position requires approximately 5% travel.

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Travel = 25% of the time

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2011234.

Qualifications :

- Bachelors degree in engineering or science plus a minimum of 5-7 years relevant engineering experience or equivalent with typically 10 or more years experience.
- Demonstrated skills in planning and organizing project based work activities (e.g. scheduling, metrics, resource management, cross-functional coordination).
- Demonstrated ability to exercise independent judgment.
- Demonstrated ability to work in a collaborative environment and to develop teamwork among individuals.
- Demonstrated skills in coaching, listening, influencing and decision making when dealing with people at all levels and across functions.
- Demonstrated skills in aspects of the new product development process using the lifecycle model.
- Demonstrated ability to take risks and make timely decisions.

Desired-
R&D project management experience

Contact Person : Agilent Technologies
Email Address : resume.us@agilentcareer.com
Apply URL : <http://www.agilent.apply2jobs.com>

Requisition : 2008109
Job Title : LC/ MS Product Marketing Specialist
Description:
Position: LC/ MS Product Marketing Specialist

As an LC/MS Product Marketing Specialist, you will join a growing team within the Life Sciences & Chemical Analysis (LSCA) Group's Life Science Solutions marketing team chartered with bringing the next generation of LC/MS systems to market. Start your career in LC/MS, working

closely with the R&D organization, and become part of the pivotal point in the development of customer requirements and specifications for our expanding portfolio of new LC/MS systems for Agilent.

Core responsibilities:

- Interfacing with R&D to define/prioritize product definition, requirements and product development strategy.
- Partnering with Product Managers in developing plans, forecasting, pricing/margin of products.
- Participating in annual planning.
- Assisting in planning and delivering activities for New Product Launch: Product value prop/positioning; Determine launch dates; Confirm support/training/demo plan/schedule; Validate applications; Customer satisfaction F/U
- Primary contact for Sales Strategy.
- Supporting in the development of training materials and deliver training to LSCA's Sales Team.
- Creating the marketing collateral required for products that encompass the entire life cycle of the product.
- Be responsible for the promotion of this product and various conferences, seminars and other marketing/sales events.

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2008109.

Qualifications :

Requires:

- BS/MS Degree, in Biochemistry, Analytical Chemistry or equivalent. MBA, highly desirable
- 1+ years experience in a sales/marketing position in an analytical instrumentation business.
- 3+ years of laboratory experience working with proteins and peptides, with "hands-on" experience working with LC/MS/MS systems, hyphenated Mass Spec experience is highly desirable
- Excellent verbal and written communications skills.
- Ability to work across global cross functional teams.

Geographic Location: Bay Area, California – (Santa Clara)

Contact Person : Agilent Technologies

Email Address : resume.us@agilentcareer.com

Apply URL : <http://www.agilent.apply2jobs.com>

Requisition : 2011497

Job Title : Field Technical Support Representative - Entry Level (GC/LC/MS Products) - IL

Description:

As the Field Technical Support Representative for a high tech growth business serving the Life Sciences markets, your primary responsibilities will include: installs and supports Agilent standard analytical instruments (LC/GC/MS) products for customers, on-site. Provides service in accordance to a maintenance contract, which may involve a managed service arrangement. May calibrate equipment on-site for large volume customers.

Perform the duties of a Field Technical Support Representative for the Life Sciences and Chemical Analysis Group (LSCA) of Agilent Technologies. Responsibilities include on-site installation, customer training, repair and troubleshooting of hardware, and provide routine preventative maintenance, qualifications, and verification services. Typical LSCA products include Liquid Chromatographs, Gas Chromatographs, Mass Spectrometers, UV/VIS Spectrophotometers, Data Systems, Purification Systems, and Proteomics Systems. Job focus will be on customer satisfaction by providing customers with high quality services. Other responsibilities include adherence to environmental health and safety guidelines, managing parts, coordinating resources, training, organization, providing feedback to manufacturing divisions, working with sales forces, and maintaining up to date technical knowledge for assigned products.

Saving lives may sound dramatic, but that's the business we're in. Life Sciences and Chemical Analysis combines over 35 years' knowledge, experience and expertise with a penchant for innovation to develop new disease and drug discovery technologies that are truly changing lives. And as well as providing instruments, systems and services to the life sciences industry, we're helping to overcome some of the greatest technological challenges in the pharmaceutical, chemical and environmental arenas too, whether it's developing a high-tech canary for use in coal mines or speeding genetic research with innovative IT. Are you ready for the challenge of your lifetime? . Our products are frequently behind the headlines in the news, from environmental regulations to new drug discoveries to Homeland Security. You'll even see our instruments on television shows like "CSI".

Agilent will not sponsor work authorization for this position

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2011497.

Qualifications :

BS Degree in Sciences (Chemistry, Biology, etc.) or Masters.

Desire to perform hands on maintenance, installations and selected repairs on analytical instruments Ability to solve, high impact problems related to product availability; typically system/ solution focused.

Excellent verbal and written communication skills are a must.

Strong customer relationship skills are needed.

Desired:

Lab experience in industry or academia with hands-on analytical instrument experience with LC/GC/MS and LCMS.

Geographic Location: IL Region (Chicago)

Agilent will not sponsor work authorization for this position

Contact Person : Agilent Technologies

Email Address : resume.us@agilentcareer.com

Apply URL : <http://www.agilent.apply2jobs.com>

Requisition : 2011505

Job Title : Senior Global Professional Service Organization Manager

Description:

As the Senior Global Professional Service Organization Manager you will join Agilent Technologies' Life Science and Chemical Analysis Informatics business. In this role you will utilize your leadership and management skills in the professional services delivery and software support organization to serve global customers. You will coordinate the global software and support business in close conjunction with the regional field operations and the strategic intent of

the Global LSCA Software business. Of primary accountability is to meet or exceed goals for revenue, operating margin and customer satisfaction. Specific focus will be on development and execution of new global delivery models, consistency in building excellent project management capabilities across the board of LSCA software value chain delivery.

Services are generated from both field and factory initiatives. The service is built upon Agilent LSCA customer need for professional services, software consulting and is comprised of specific consultant activities and key deliverables (e.g., a solution design, proof-of-concept, implementation plan, project management, etc.). Today each customer engagement is unique but, the goal for tomorrow is that the service is delivered by consultants versed in an Agilent service methodology which they will assist in developing to ensure a high degree of repeatability. The challenge is to ensure service offerings are well integrated, highly leverageable (repeatable), and easily tailored by field consultants to meet their unique customer needs. This requires the expert ability to translate customer's business strategies into technology constructs from which to build a strong customer preference for Agilent Solutions.

Key responsibilities include:

- Developing & implementing a solid, long term strategy to expand and optimize lab informatics service delivery and support model for our customers
- Work to meet established revenue objectives for the business: Position consulting services throughout ongoing customer interactions. ; Maintain excellent working relationships through ongoing efforts.; Identify new services and highly repeatable solution offerings.; Assist Sales to qualify opportunities, develop engagement strategies including proposal generation, competitive positioning, pricing, etc.; Develop and manage relationships with other teams worldwide to maximize synergy and gain goal congruence.; Drive customer awareness and preference through sales calls, announcements, press/IC interviews, and presentations to customers on services
- Continually understand the worldwide sales funnel and order performance; modify sales support and delivery effort as needed
- Drive the development of customer and market focused, repeatable solutions that are perceived by customers as high value-added
- Identify, build and leverage resources and capabilities for world-class professional services and support business
- Input to the development of a Partners Program for outsourcing 70% of non-core competency work
- Manage to a balanced scorecard
- Partnering and leading the development of professional services and support in conjunction with the LSCA solutions marketing manager and their teams
- Coordinating the development and strong delivery of multinational informatics working close with the executive decision level of our customers
- Developing and deploying 'e'-technical support model

Travel = 50% of the time

IMPORTANT! Pls apply via www.agilent.apply2jobs.com and job reference #2011505.

Qualifications :

Requires:

- BS/MS Degree in Engineering, Business, Sciences or equivalent
- 10 years progressive management experience
- 5+ years of experience managing professional services operations or project management office
- 3+ years of experience operating in lab informatics business highly desired
- Proven ability to sell consulting services "high" within customer organizations
- Demonstrated ability to provide consulting on a worldwide basis. Strong ability to work across customer organizational lines and within all reporting relationships of customer organizations
- Extensive experience working and managing in a large complex cross global organization
- Extensive experience in IS/IT Consulting (delivery, sales, or marketing), technology consulting, practice management, business process re-engineering Demonstrable project management skills and the ability to influence others
- Proven ability to translate business requirements into technology planning constructs including systems architecture, selection of standards, etc.
- Excellent verbal and written communication skills
- Industry knowledge of lab informatics products and technologies in life science and chemical analysis markets desired

- Must be available for up to 50% extensive international business travel

Geo Location: Pleasanton, CA

Contact Person : Agilent Technologies

Email Address : resume.us@agilentcareer.com

Apply URL : <http://www.agilent.apply2jobs.com>