



Carl Zeiss Microscopy, LLC  
POSITION DESCRIPTION

**Position Title:** Product Support Specialist  
**Department:** Support  
**Reports To:** Product Support Manager

### **Position Summary:**

The Product Support Specialist provides the second level of support for customers and field representatives. The Specialist will assume ownership of support cases assigned by a Product Support Representative and will follow through until the case has been closed or reassigned to another individual or department. If a question cannot be immediately answered, the candidate will be expected to use available material resources and/or consult with product experts to advance the resolution of the issue in a timely manner. Advanced product knowledge and good problem solving skills are required for this position. The support responsibilities described above will take up about 60% of the candidate's time. In addition, the Specialist may be requested to engage in activities such as classroom training or on-site support, or to participate in company events such as product launches, at the request of the Product Support Manager. Training and support to fulfill this function will be supplied by the US Product and Marketing Group, as well as company locations in Goettingen, Munich, and Jena, Germany.

### **Key Metrics of the Position:**

- Location: Thornwood (alternate locations may be negotiable)
- Participation in 30% MBO program
- Position reports to Product Support Manager

### **Primary Duties and Responsibilities:**

- Provide applications and product support to customers as well as the sales and service teams.
- Take appropriate steps to bring any open support cases to resolution in a timely manner.
- Participate in Product & Marketing events such as "Zeiss on your Campus" and product launches.
- Occasional travel to customer sites for sales support or on-site troubleshooting.
- Perform additional functions as requested by management and outlined in the "Roles and Responsibilities" documents.

### **Experience and Education Requirements:**

- Bachelor's degree (or higher) in a scientific, medical, or materials research field.
- Broad background knowledge of fundamental microscopy techniques and imaging applications.
- Able to work both independently and within a team.
- Experience in maintenance of imaging equipment or related professional experience a plus.

### **Working Conditions and Special Demands:**

A moderate amount of overnight travel can be expected for this position (<25%). Both domestic and international travel will be required. Occasional lifting of heavy items (<20 lbs) may be required when assisting at shows or demonstrations.

*This job description contains the general details considered necessary to outline the principal functions of the job and shall not be construed as inclusive of all work requirements. All position requirements are subject to possible modification to reasonably accommodate individuals with a disability. The Company reserves the right to interpret, amend, or otherwise modify, in whole or in part, any job description at anytime, at its sole discretion.*