



Sales and Customer-Support Engineer

H3D, Inc. seeks a Sales and Customer-Support Engineer to support customers of our commercial radiation-detection technology. H3D provides gamma-ray spectrometers and imaging spectrometers to customers in the nuclear power, waste management, and defense industries. This engineer will provide training, answer questions via phone and email, and write manuals, training presentations, and other support documentation. In addition to customer support, this engineer will also assist the sales team on routine demonstrations and at conferences and exhibitions. Any candidate should have extensive knowledge of nuclear engineering and/or nuclear physics, in order to answer technical questions about our radiation-detector operation. Extensive travel, both domestic and international, is expected and a flexible schedule is required. Travel during the year is expected to exceed 50% of the time but will vary from month to month.

Job Duties:

- Facilitate training sessions for new or existing commercial customers
- Write user manuals, training materials, quick-start guides, and other support documentation for commercial products
- Help maintain a frequently-asked-questions forum on H3D's website
- Help administer H3D's support website used by customers to download software and documentation and to generate software licenses
- Take ownership to resolve customer technical issues, and work with the Research-and-Development Team or Production Team to resolve more advanced issues as needed
- Provide commercial product demonstrations to new or existing customers
- Represent H3D at conferences and exhibitions
- Generate product sales documentation such as product brochures and specification sheets

Required Skills:

- Proficiency in nuclear physics, particularly related to gamma-ray interactions and radiation detection
- Proficiency with Windows and Windows Office (Word, Excel, PowerPoint)
- Strong written and verbal skills

Desired Skills and Experience:

- Knowledge and understanding of nuclear engineering and the nuclear power industry
- Client-facing experience
- Familiarity with CRM software (especially Salesforce)
- Experience with website development (HTML)

About Us:

H3D commercializes CZT-based 3D radiation-imaging technologies for nuclear power plant, defense, homeland security, and medical applications. We seek to provide our customers with the highest performance and most user-friendly instruments possible. A 2011 spinout from the University of Michigan, we have twice been awarded the SPARK FastTrack award for impressive growth and have performed sponsored research for the DoD, DoE, NIH, NIST, and others. We currently ship products to nuclear power plants and research labs around the world.

Please email a cover letter and resume to H3D, Inc. at HR@h3dgamma.com. H3D, Inc. offers an attractive benefit package that includes health insurance, paid holidays and vacation, a competitive 401(k) plan, and pizza once a week. H3D is an equal opportunity employer. All qualified women, minorities, disabled, and veterans are encouraged to apply. Work will occur at our Ann Arbor, Michigan office. Visit our website at <http://www.h3dgamma.com>.