

**Company Name:** dotmatics Limited

**Company Outline:** dotmatics provides cutting-edge scientific software to the life science industry. Based in Hertfordshire, we have a growing number of customers located in the UK and beyond.

**Website:** [www.dotmatics.com](http://www.dotmatics.com)

**Vacancy Location:** Hertfordshire

**Vacancy Title:** Support Scientist

**Vacancy type:** Permanent / Contract

**Job Description:**

The Support Scientist's primary role is in supporting, testing and deploying the dotmatics software suite.

**Specific responsibilities:**

As a small company, your work will have an immediate impact on our customers, and you will be expected to be able to manage your work with little supervision.

The role may involve occasional visits to customer sites to aid with installations, configuration, integration or upgrades.

You will be expected to aid in supporting our customers via the phone, email, internet (forums) and in person.

You will aid in the testing, maintenance and deployment of the dotmatics suite.

Formal training will be provided where needed, but we would expect you to learn 'hands-on' alongside more experienced colleagues.

You will be expected to write documentation for the dotmatics suite and for your own support procedures.

**Minimum Requirements:**

You will have recently graduated or will graduate in 2007. You will have a degree in Computer Science or similar, or in any scientific discipline with relevant experience.

Experience in some of the following is required: programming languages, relational databases, web architecture, web interfaces, deployment and testing tools, source-control systems.

**Salary:** Negotiable

**How to apply:** CV and covering letter to: [careers@dotmatics.com](mailto:careers@dotmatics.com)

**Address:** dotmatics Limited, 21 Hockerill Court, Bishops Stortford, Herts, CM23 5SB