

Title: Clinical Specialist

Department: Clinical Market Development

Location: Marlborough, MA or Menlo Park, CA

About Akoya Biosciences, Inc.

Akoya Biosciences, Inc., The Spatial Biology Company™, with offices in Menlo Park, CA and Marlborough, MA is a well-funded and growing company that is developing powerful imaging tools to enable scientists and clinical researchers to gain a better understanding of complex diseases such as cancer and autoimmune disorders. Our CODEX® platform, spun out of the lab of Dr. Garry Nolan at Stanford University, enables the assessment of more than 40 protein markers in a sample and is ideally suited for biomarker discovery. Our Phenoptics™ platform, the industry standard for multiplex IF/IHC provides the assay robustness and throughput necessary for translational and clinical research required in clinical trials. Our partnerships with the academic community and our customers have resulted in a robust pipeline of future products.

Summary:

We are looking for an experienced Clinical Specialist to support our global support organization as an expert on clinical assay development and implementation. The primary functions of this role include the development of clinical workflows on the Phenoptics platform, authoring technical documentation, serving as a subject matter expert for the global support organization and management of customer projects. This position includes many cross-functional tasks and will work collaboratively with Technical Support, Product Management, Applications, and Sales. We are looking for an individual experienced with FFPE tissue, immunohistochemistry, immunofluorescence, microscopy and image analysis in a clinical setting.

This role will be a great fit for self-starters who are comfortable taking the initiative and enjoy working with new technology and its adoption in the clinical laboratory.

The ideal candidate would have excellent communication and organizational skills with prior FAS and clinical laboratory experience. Responsiveness and ownership are critical for customer success.

Duties & Responsibilities

- Develop clinical laboratory workflows for multiplex immunofluorescence on the Phenoptics platform
- Author technical communications and best practices for internal and external audiences
- Serve as the subject matter expert for clinical applications for our field support organization
- Proactively provide user feedback on applications, workflow, and components
- Perform onsite and remote account training and support
- Accurately record pertinent information in Customer Relationship Management system
- Advocate for customer requirements on internal teams
- Partner with the clinical market development, field support and sales teams to ensure customer success
- Deliver technical presentations at customer sites and scientific conferences
- Troubleshoot field escalations and partner with internal resources for resolution
- Manage high visibility customer clinical development projects with cross-functional teams

Required

- Master's degree (PhD preferred)
- 2+ years Field Application Scientist experience
- 2+ years clinical laboratory experience
- Travel 30% of time with some overnights
- Valid driver's license

Skills and qualifications

- Experienced in fluorescence microscopy
- Skilled in antibody-based assays, including immunofluorescence, and immunohistochemistry
- Comfortable with image analysis and able to learn multiple software platforms
- Working knowledge of R scripting preferred
- Proven ability to quickly learn large amounts of new, complex technical information
- Strong knowledge of clinical laboratory regulation, requirements and procedures
- Demonstrated experience in validating laboratory developed tests
- Familiar with automated instruments with fluidics components
- Excellent customer relations skills
- Strong project management skills and experience
- Problem-solving ability
- Excellent communication skills
- Ability to manage multiple priorities

If interested, please contact us at careers@akoyabio.com