

Title: Field Applications Scientist – Microscopy Specialist

Department: Sales

Location: Remote

About Akoya Biosciences:

As ‘The Spatial Biology Company®’, Akoya Biosciences’ mission is to bring context to the world of biology and human health through the power of spatial phenotyping. The company offers comprehensive single-cell imaging solutions that allow researchers to phenotype cells with spatial context and visualize how they organize and interact to influence disease progression and treatment response. Akoya offers two distinct solutions, the CODEX® and Phenoptics™ platforms, to serve the diverse needs of researchers across discovery, translational and clinical research.

Position Summary:

We are looking for a Field Application Scientist (“FAS”) to provide onsite and remote post-sales support for our rapidly expanding portfolio of microscope-based CODEX™ systems. The ideal candidate will be an individual with extensive knowledge of a broad array of commercial microscope systems and their associated software packages. This role will also necessitate a thorough understanding of Python scripting and demonstrated success of coding, testing, and troubleshooting custom hardware-software interactions. If you enjoy the challenge of trying to figure out how two pieces of hardware or software can communicate and function together, this is the role for you!

The secondary functions of this role include technical training and support on instrument operation, sample preparation, and data analysis. Responsibilities span both the Phenoptics and CODEX™ product lines with configuration of the system and training users to become comfortable with the Akoya workflow. This position includes cross-functional tasks and will work collaboratively with Technical Support, Product Management, Applications, and Sales.

The ideal candidate would have excellent communication and organizational skills with attention to detail. Responsiveness and ownership are critical for customer success.

Duties & Responsibilities:

- Take complete ownership of a project starting with participation in the sales conversation, implementing a solution at the customer site, and thorough follow-through and documentation.
- Perform onsite and remote troubleshooting and training. Because of the custom nature of these projects, extended time at the customer site may be required.
- Travel to customer sites and corporate locations, including the potential for international travel.
- Provide feedback to product management and R&D on approaches with detailed analysis of market impact.
- Support the FAS team with technical support, including troubleshooting, WebEx-based customer education, and general support of the Phenoptics and CODEX™ workflows and data analysis
- Accurately record pertinent information in Customer Relationship Management system
- Be the customer advocate

Skills & Requirements

- BS in Life Sciences, Engineering, or similar as minimum, MS or PhD preferred.
- 2+ years' experience in an FAS or similar customer-facing role preferred.
- Extensive hands-on experience with multiple microscope platforms (Nikon, Zeiss, Olympus, Leica, 3i, Thermo, Molecular Devices, Keyence, etc.) and the corresponding commercial and open-source software packages (Elements, ZEN, CellSens, LASX, uManager, Slidebook, etc.).
- Python scripting required, knowledge of R, Java, and other languages a plus.
- Must be able to work independently to resolve customer needs and as part of a team towards corporate goals.
- Excellent organizational, analytical, and systematic troubleshooting skills.
- Strong written and verbal communication skills
- Clear vision of and commitment to providing outstanding customer service.
- Travel up to 80% of the time
- Valid Driver's License

Akoya Biosciences, Inc. proudly affords equal employment opportunity to all qualified persons regardless of race, color, religious creed, national origin, age, military status, sexual orientation, disability, genetic information, gender identity, gender expression or gender unless based upon a bona fide occupational qualification.

Apply at: careers@akoyabio.com