

Title: Field Applications Scientist, West

Department: Sales

Location: Remote (California preferred)

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 an experienced Field Application Scientist ("FAS") to provide onsite and remote post-sales support to users on the West Coast; ideally based in Southern California. The primary 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. We are looking for an individual with experience in fresh-frozen and FFPE tissue, immunohistochemistry, immunofluorescence, and microscopy.

This role will be a great fit for self-starters who are comfortable taking the initiative and enjoy working with new technology and cutting-edge science. When it comes to troubleshooting, you will not always know the correct answer, but you can harness your resources to quickly find the answer.

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

Duties & Responsibilities:

- Perform onsite and remote troubleshooting and training
- Manage assigned territory independently (e.g. travel, schedule) and occasionally provide support outside of that territory
- Provide 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
- Proactively provide user feedback on applications, workflow, and components

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.
- Hands-on experience with immunohistochemistry (IHC, IF), fluorescence microscopy, and data analysis software. Familiar with automated instruments with fluidics components
- Ability to work independently and as part of a team towards corporate goals.
- Excellent organizational, analytical, and systematic troubleshooting skills.
- Strong written and verbal communication skills. Outstanding presentation and training skills.
- Clear vision of and commitment to providing outstanding customer service.
- Travel 50% 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