

Title: Bioinformatics Field Application Scientist

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 Bioinformatics Field Application Scientist to join our sales and support team. Akoya Biosciences' spatial biology platforms produce rich data sets that require innovative solutions and result in impactful scientific discoveries. This role will be responsible for providing customer-facing analysis, reporting, and training on the CODEX and Phenoptics workflows.

We are looking a data expert who can bridge the gap between a bioinformatics scientist, customer support, and software developer. Experience working with multi-dimensional data sets based on microscopy and/or sequencing data is ideal. 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 and includes managing customer cases, guiding customers to success with our core bioinformatics workflows, deploying software packages to the field, and developing and updating customer-facing documentation. 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:

- Global support for customers and bioinformatics projects. Document resolutions to issues and questions.
- Work closely with potential and current customers to understand their bioinformatics needs to facilitate easy adoption of Akoya products.
- Create, maintain, and distribute customer-facing software documentation and trainings – user manuals, troubleshooting guides, technical bulletins.
- Provide regular updates to sales team on existing bioinformatics capabilities and in-demand tools that will accelerate sales.
- Support team members in multimodal spatial analysis.
- 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.

- 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.
- Webinars on bioinformatics and analysis – beginner to expert series.
- Communicate image analysis needs (VOC) to sales, R&D, business development, and product management on a regular basis.
- Occasional travel to customer sites and corporate locations.
- Accurately record pertinent information in Customer Relationship Management system.
- Be the customer advocate.

Skills & Requirements

- BS in Life Sciences, Computer Science, or similar as minimum, MS or PhD preferred.
- 5+ years of Bioinformatics experience
- Demonstrated experience implementing, troubleshooting and supporting bioinformatics software and pipelines.
- 2+ years' experience in a FAS or similar customer-facing role preferred.
- Experience in microscopy or life science imaging and genomics.
- 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 20% 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