

Title: Field Service Engineer
Department: Field Service Engineering
Location: Remote/Home Office (Southwestern United States) *strong preference for Southern California*

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:

Akoya Biosciences is seeking an individual to join our customer focused field service team. This role will provide instrument field service support for our ground-breaking technologies in the field of multiplex immunofluorescence. Products include our Phenoptics imaging instruments, Vectra Polaris, Vectra 3, and Mantra, as well as our CODEX platform. **The ideal individual will be based in the Southern California area** and provide field service support for customers primarily in the Southwest U.S. region including installations, customer training, preventative maintenance, troubleshooting, and repair.

Duties & Responsibilities:

- Apply knowledge of mechanics, electronics, optics, computers, and Akoya products to the installation, preventive maintenance, and repair of Phenoptics and CODEX products and accessories.
- Perform equipment installations and validation including customer training, introducing the customer to basic features and functions of the instrument and software.
- Provide real-time and follow-up support (technical, operational, logistical) to our customers, both internal and external.
- Evaluate the customer issue, diagnose the problem, create a repair strategy then perform and verify the repair.
- Prioritize support correspondence to comply with the Technical Support Center's customer response times.
- Manage, prioritize, and schedule all work to be performed to satisfy internal and external customer demands.
- Log and track all support calls and field service visits in the appropriate database in a timely manner.
- Properly maintain and inventory a trunk stock of service parts.
- Communicate strategic customer, competitive and sales lead information to the appropriate Sales Account Manager.
- Liaise with Field Application Scientists for timing and scope of post install advanced training and when necessary, build awareness of critical customer and service issues
- Report potential quality issues via the Akoya corrective action process.

- Provide awareness of critical customer and service issues, with potential recommended solutions to the technical support group.
- Provide advisory services for management on both equipment and customer problems.
- Always delight our customers with prompt and courteous service and support.
- Collaborates and communicates knowledge (e.g., customer insights, trends, market information, etc.) across the business.
- Perform other duties as assigned.

Skills & Requirements

- Requires minimum of an Associate's degree, with preference for a BS in Physics or Engineering discipline
- Field experience with a minimum of 3-6 years directly related to medical, life sciences, or biological research device service and support
- Experience with microscopy, digital imaging, fluorescence, microfluidics, and motion control systems preferred
- Excellent organizational and communication skills
- Strong Windows operating system knowledge
- Strong electro-mechanical skills
- Ability to troubleshoot over the telephone and in the field
- Flourishes in a highly dynamic and small company environment
- Must be comfortable speaking to a group in a training setting
- Experience in MS-Office and Sales Force Dot Com (SFDC)
- Ability to work in a team environment and to meet deadlines is required
- Travel expected to be 60 -80% of the time
- Ability to travel to Canada and Mexico

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