



Title: Field Application Scientist

Location: UK and Republic Ireland

About Akoya Biosciences:

Akoya Biosciences, Inc., The Spatial Biology Company™, with offices in Marlborough, MA., Menlo Park, CA, and Bicester, Oxfordshire (UK) is a well-funded and emerging growth company that is developing powerful imaging tools to enable scientists and clinical researchers gain a better understanding of complex diseases such as cancer and autoimmune disorders. Our CODEX® platform 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

Position Summary:

The Field Application Scientist ("FAS" - also referred to as TAS Technical Application Scientist) will provide in-field pre and post-sales support. They will present and explain the entire Akoya portfolio (at the appropriate technical level) and help define the correct solution for our customers. The FAS will be able to provide customers with technical training and applications support for all Akoya's products. This will include support on reagent utilisation, sample preparation, instrument use, software use and data analysis. The successful candidate will enjoy working collaboratively with Field Service, Technical Support, Product Management, Applications, and Sales.

Duties & Responsibilities:

- Presenting the Phenoptics™ Technology workflow and the CODEX™ workflow.
- Support the sales team with strategic install base growth.
- Perform onsite installation and training.
- Collaboratively troubleshoot / enable assay development with customers.
- Manage assigned territory independently (e.g. travel, schedule).
- Provide technical and applications support, including troubleshooting, face to face and web-based customer education, and general support of the Phenoptics™ + CODEX™ workflow and data analysis.
- Accurately record pertinent information in Customer Relationship Management system (Salesforce.com).
- Be the customer advocate.
- Proactively provide user feedback on applications, workflow, and components.



Skills & Background:

We are looking for an individual with experience in fresh-frozen and FFPE tissue staining, imaging, immunofluorescence, fluorescent immunohistochemistry, and microscopy experience. Knowledge of Spatial-Omics preferred.

- Proven ability to quickly learn large amounts of new, complex technical information
- Familiar with automated instruments with fluidics components
- Demonstrated excellent customer relations skills
- Problem-solving ability
- Excellent communication skills
- Ability to manage multiple projects and priorities

Additional:

Teamwork, trust, graciousness, cooperation, and collaboration are key employee traits that contribute to our continued success and growth. These factors are key, to enable our group to feel fulfilled within Akoya Biosciences and to enjoy supporting our valuable customers.

This role will be a great fit for self-starters who are comfortable taking the initiative and enjoy working with new technology. Training users to feel comfortable and be successful with the Akoya workflow. When it comes to troubleshooting, you won't always know the correct answer, but you are the sort of individual that is up to the task, relying on your resources to quickly investigate the answer

Someone who will work with the customer and own the issue to get the best resolution.

Qualifications and Requirements

- Minimum qualification - Master's. PhD in relevant scientific discipline or equivalent preferred
- Previous FAS experience preferred.
- Knowledge of broad range of cellular, functional, IHC and/or pathology applications and imaging instrumentation
- Experience working with Pathology & Life Science / Research Laboratories, Academic Institutions, Pharma and Biotech accounts preferred.
- Responsible for abiding by ethical sales practices in accordance with corporate policy.
- Demonstrate customer commitment through regular customer follow-up, timely complaint resolution and by acting as Voice of Customer as appropriate.
- Proactive mindset with strong sense of responsibility and ownership.
- Ability to travel on average 50-75% required including overnight travel.
- Valid Driver's License.
- Excellent planning and organisational skills.