

**Title:** Application Support Scientist  
**Department:** Applications, Service & Support  
**Location:** Marlborough, MA

**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 support team. This role will provide remote support for our ground-breaking technologies in the field of multiplex immunofluorescence. Primary focus will be on the CODEX product family with a secondary focus on the Phenoptics product family (Vectra Polaris, Vectra 3, and Mantra). The successful individual will provide technical support for customers throughout the Americas including remote software/hardware support, applications, customer training, diagnostics, troubleshooting, and resolution.

**Duties & Responsibilities:**

- Apply knowledge of biology, chemistry, microscopy and Akoya products to provide remote hardware/software support, diagnostics and troubleshooting for CODEX and Phenoptics products.
- Provide scientific support, including troubleshooting, TeamViewer based customer education, and application support of the Phenoptics and CODEX™ workflows and data analysis
- Manage, prioritize and schedule all work to be performed to satisfy internal and external customer demands.
- Log and track all support cases in the Salesforce.com database in a timely manner.
- Act as a CODEX applications and science expert to effectively communicate troubleshooting advice to Field Application Scientists and Field Service Engineers as well as provide part recommendations to solve hardware-based problems.
- Liaise with Field Service Engineers and Field Application Scientists for timing and scope of on-site installations, repairs, and application trainings and when necessary build awareness of critical customer issues
- Report potential quality issues via the Akoya corrective action process.
- Proactively provide user feedback on applications, workflow, and components
- Always delight our customers with prompt and courteous support.
- Perform other duties as assigned.

**Skills & Requirements**

- Requires a B.S. in Biomedical Engineering, Physics, Chemistry or Biology with 2 – 5 years of product support for biotechnology, microscopy, or digital imaging instrumentation. Or equivalent A.S. degree with 5+ years relevant experience.
- Skilled in antibody-based assays, including histology, immunofluorescence, and immunohistochemistry
- Experienced in brightfield and fluorescence microscopy
- Comfortable with image analysis and able to learn multiple software platforms



- Familiar with automated instruments with fluidics components.
- Ability to do software diagnostics by thoroughly reading software log files is required.
- Ability to troubleshoot effectively over the telephone, email, remote desktop, or in person.
- Strong organizational and communication skills.
- Flourishes in a highly dynamic and small company environment.
- Experience in MS Excel and Salesforce.com (SFDC) preferred.
- Ability to work in a team environment and to meet deadlines is required.

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](mailto:careers@akoyabio.com)