

**Title:** Associate Technical Support Specialist  
**Department:** 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 technical support team. This role will provide remote instrument technical 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 successful individual will be based in the Massachusetts MetroWest area and provide technical support for customers throughout North America including remote software/hardware support, installations, customer training, diagnostics, troubleshooting, and repair.

**Duties & Responsibilities:**

- Apply knowledge of mechanics, electronics, optics, software, and Akoya products to provide remote hardware/software support, diagnostics and troubleshooting for Phenoptics and CODEX products.
- Provide real-time and follow-up support to our customers, both internal and external.
- Use remote desktop tools to perform software configuration, provide basic customer training and resolve technical problems to our products in the field.
- Perform hardware adjustments and calibrations to our in-house instruments.
- Log and track all technical support cases in the Salesforce.com database in a timely manner.
- Liaise with Field Service Engineers and Field Application Scientists for scope of on-site installations, repairs, and advanced trainings. When necessary, provide part recommendations to solve hardware-based problems.
- Report quality issues via the Akoya quality process and provide awareness to critical customer issues, with recommended solutions.
- Always Delight our customers with prompt and courteous support.
- Perform other duties as assigned.

**Skills & Requirements**

- Requires a B.S. in Life Science or Engineering discipline with 2-5 years of product and diagnostic support for robotics, biotechnology or microscopy. Or an equivalent A.S. degree with 5+ years of relevant experience.
- Ability to do software debugging by thoroughly reading software log files is required.
- Ability to troubleshoot effectively over the telephone, via email and using various remote desktop clients required.
- Experience with microscopy, digital imaging, or automated systems required.
- Strong organizational and communication skills.
- Flourishes in a highly dynamic and small company environment



- Experience with image analysis software tools in the digital microscopy space is preferred.
- Proficiency in MS Excel, Salesforce.com (SFDC), TeamViewer is preferred.
- Ability to work in a team environment and to meet deadlines is required.
- No travel is required but may be optional.

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)