

Title: Field Application Scientist

Department: Field Applications, Service, and Support – NAM

Location: Remote

About Akoya Biosciences:

As “The Spatial Biology Company®”, the mission of Akoya Biosciences is to bring context to the world of biology and human health through the power of spatial phenotyping. Akoya offers comprehensive single-cell imaging solutions that allow researchers to phenotype cells with spatial context and visualize the cellular organization and interactions that influence disease progression and treatment response. Akoya offers solutions based on our CODEX® and Phenoptics™ technologies that serve the diverse needs of researchers across discovery, translational, and clinical research.

Position Summary:

We are looking for an experienced Field Application Scientist (FAS) to provide onsite and remote post-sales support to users in North America. The primary 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, including training users to become proficient with newly installed systems and performing post-sales scientific support of all aspects of Akoya’s workflows. This position includes cross-functional tasks and will work collaboratively with Technical Support, Product Management, Applications, and Sales. Our ideal candidate will have experience in a customer-facing role and will be experienced in immunohistochemistry, immunofluorescence, and microscopy.

This role will be a great fit for self-starters who are comfortable taking initiative and working with new technologies and cutting-edge science. When it comes to troubleshooting, you will not always know the correct answer, but you can harness your resources to quickly find the answer. Dealing with uncertainty, having flexibility, and having the ability to think on your feet is a must.

The ideal candidate would have excellent communication and organizational skills with prior FAS experience. Responsiveness and ownership are critical for customer success.

Duties & Responsibilities:

- Perform onsite and remote training and troubleshooting
- Manage assigned territory independently (e.g., travel, schedule) and occasionally provide support outside of that territory
- Provide technical support, including troubleshooting, video conferencing-based customer education, and general support of the Phenoptics™ and CODEX® workflows and data analysis
- Accurately record pertinent information in Customer Relationship Management system
- Be the customer advocate
- Proactively provide user feedback on applications, workflow, and components

Desired Qualifications:

- MS in Life Sciences, Engineering, or similar
- 2+ years’ experience in an FAS or similar customer-facing role preferred

- Hands-on experience with immunohistochemistry (IHC, IF), fluorescence microscopy, and data analysis software; familiarity with automated instruments with fluidics components
- Ability to work independently and as part of a team towards team and corporate goals
- Excellent organizational, analytical, and systematic troubleshooting skills
- Strong written and verbal communication skills
- Outstanding presentation and training skills
- Clear vision of and commitment to providing outstanding customer service
- Travel 75% of the time
- Valid driver's license
- Fully vaccinated against COVID-19

Akoya Biosciences, Inc., proudly affords equal employment opportunities 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