



Job Description

Field Applications Scientist (FAS)

Unchained labs is building the next cool life sciences tools company and needs high octane people to help grow the customer base and provide expert-level customer support. We need people to roll up their sleeves, sweat, think outside the box, and create something special with us.

The FAS team is the front-line technical representative of Unchained Labs. We are looking for someone that has expertise and passion to solve our customers' protein stability problems. We need someone that doesn't shy away from a scientific challenge, can communicate clearly, and loves to see the "light bulb moment" when someone learns something new.

Description of Duties

- Conduct pre-sales technical presentations and seminars
- Plan and execute demonstrations of Unchained Labs' biologics analytical instruments
- Maintain an expert-level knowledge of the Unchained Labs's product line
- Pro-actively provide post-sales account development support
- Install, QC instruments, and train new customers
- Provide front-line technical support and work with internal escalation teams as needed
- Keep CRM system up to date with customer notes and issues
- Maintain positive customer relations

Minimum qualifications

- MS degree in Biochemistry, Biophysics, or related protein science field, PhD preferred
- 3+ years in customer support, FAS, or related biotech industry roles
- Experience working with protein stability applications (ex. DSC, DLS, SLS, ITC, DSF, etc.)
- Demonstrated experience designing biological assays and solving complex scientific problems
- Experience teaching or training
- Able to lift 40 pounds
- Ability to travel up to 40% overnight when required