



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.

Description of Duties

- Conduct pre-sales technical presentations
- Demonstrate Unchained Labs products and services in the assigned geography
- Maintain expert-level knowledge of the Unchained Labs product line
- Pro-actively provide post-sales account development support
- Train customers on new products and provide front-line technical support
- Strong ability to learn/teach software programs, assess data, and manipulate files/programs
- Keep Salesforce CRM system up to date with customer notes and issues
- Maintain positive customer relations

Minimum Qualifications

- MS degree in Biochemistry or a related scientific field, PhD preferred
- 3+ years in customer support, FAS, or related roles
- Demonstrated experience designing assays in laboratory and solving complex scientific problems
- Experience working with protein stability applications preferred
- Able to lift 40 pounds (18 kg)
- Ability to travel up to 40% overnight when required, primarily in Asia
- Fluent in Mandarin Chinese and English, other languages is a bonus