



Job Description

Field Applications Scientist-Japan

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 Japan

Fluent in Japanese and English, other languages is a bonus