



Job Description

Field Applications Scientist (FAS)Mid-Atlantic

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