

Job Description: Workflow Scientist

The Top Line

This is your chance to join an awesome, growing and fast-paced company supporting UNbelievably cool life science products! We're building out our field service team, and you're coming in just in time to make a huge difference. If you're psyched about solving challenging problems and delighting customers with your customer service skills, this is the place for you.

We need a high-energy, go-getter with a broad scientific and engineering knowledge base to help our customers work through problems and create solutions for our customers using our automation products in their lab.

The Job

- Provide pre- and post-sales support for our workflow automation solutions
- Work hand-in-hand with the field and internal teams to provide big picture solutions
- Travel to some of the best global industry sites and save the day!

Responsibilities

- Pre-sales support: Translate customer needs into novel automated workflow solutions
- Post-sales support: Troubleshoot and enhance protocols; includes fine-tuning existing protocols (read: scripting and software) and developing novel protocols
- Provide remote support and guidance to customers working in a wide range of scientific fields
- Develop training methodology to enable global release of solutions across the installed base
- Be a customer advocate, give us the real scoop about what's going on, and help us improve
- Help us identify trends and solve tough recurring problems, applying data driven solutions to resolve complex issues so they are root caused once and for all time

Qualifications

- Ability to troubleshoot complex automation equipment and robotics in a biology and/or chemistry lab environment; familiarity with UL freeslate platforms a plus
- Proven field application and/or service support experience with lab automation equipment
- UNafraid of a lab environment! Have a broad knowledge of a wide range of topics (ie. biologics, small molecule chemistry, polymers, petroleum)
- Familiarity with automation suite and software platforms, including ability to write and edit scripts for workflow control and data manipulation
- Excellent communicator, able to explain complex ideas to both external customers and internal teams
- Be gritty, find a way even when it looks like there isn't one, bring energy, love what you do
- Bachelors of Science degree or higher in a technical field