



Job Description

Field Applications Scientist (FAS)

Here's the deal. We're all about helping biologics researchers break free from tools that just don't cut it. Unleashing problem tackling products that make a huge difference in the real science they do every day. That's our mantra, our promise and we own it. We live by an unconventional strategy for a start-up: we're buying commercial businesses and developed technologies, adding our magic touch to turn them into breakthrough products, investing massively in customer-facing teams and then selling those products like gangbusters.

Description of Duties

- Conduct pre-sales technical presentations and seminars
- Plan and execute demonstrations of Unchained Labs analytical instruments
- Maintain an expert-level knowledge of the Unchained Labs 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 or a related scientific field, PhD preferred
- 3+ years in customer support, FAS, or related biotech industry roles
- Demonstrated experience designing biological assays and solving complex scientific problems
- Experience working with protein stability applications (ex. DSC, DLS, SLS, ITC, DSF, etc.)
- Experience teaching or training
- Able to lift 40 pounds
- Ability to travel up to 40% overnight when required