

# JOB DESCRIPTION

## FIELD APPLICATIONS SCIENTIST

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### Position

Reporting into the Product Applications Team, the Field Applications Scientist is responsible for enabling customer success with a focus on scientific applications. The role includes supporting the Company's instrument and array products in the field, including training, demonstrations, troubleshooting, and other pre- and post-sale technical support. Working with the R&D team, the Field Applications Scientist also contributes to applications development and in-house technical support. The ideal candidate is dedicated to customer satisfaction and focused on positive outcomes for the customer and the Company through technical expertise, attention to detail, communication skills, and business appreciation. The position is based at the Company's Research Triangle Park location.

### Responsibilities

- Lead responsibility for all customer-facing applications support activity, both in the field and in house
- Communicate with users via phone/email/web to gather information to triage and address technical issues
- Collaborate with the Company's technical teams to troubleshoot and diagnose hardware, software, and array issues related to product applications run on the Company's automated platforms and then determine the appropriate course of action
- Collaborate with other team members to develop and maintain in-house R&D and product applications
- With guidance from the Sales team, travel to customer sites for pre- and post-sale technical support activities to ensure customer satisfaction
- Support the Sales team through technical seminars and presentations as needed
- Document technical support requests in the Company's Customer Relationship Management (CRM) software consistent with the Company's Quality Management System
- Build, maintain, and apply knowledge base in support of customer, and relay feedback to the Company
- Support the Company's efforts in exhibit halls at conferences and tradeshows
- Support customer relationships with the Company's collaborator and partner network
- Monitor and advise sales team of new applications opportunities or competitor activity

### Candidate Profile

- Ph.D. in a relevant life science discipline preferred. A B.S or M.S. degree in relevant discipline with five or more years of experience may also be considered.
- Direct experience in cell biology research and development required; research experience with reagents and instrumentation for cell culture, imaging, genomics, or single cell biology is a plus
- Candidates with two or more years of experience with both reagents and instrumentation as a Field Applications Scientist in the life science industry are preferred
- Experience with Salesforce.com CRM preferred
- Willingness to work in entrepreneurial, small-company, team environment
- Self-starter and independent worker capable of working towards common goals in a team
- Ability to combine customer focus and technical capability through effective and tactful communications
- Demonstrated writing and oral communication skills required
- Proficient with Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Ability and willingness to travel >50% including overnight required
- Must be able to work in the U.S.

*Cell Microsystems is an early growth stage company located in Research Triangle Park, NC, that develops and commercializes products based on the CellRaft™ Technology enabling the isolation and recovery of viable single cells for downstream molecular analysis or single cell propagation and gene editing.*

Interested candidates should send their resume and a brief statement of interest to [info@cellmicrosystems.com](mailto:info@cellmicrosystems.com)