

# JOB DESCRIPTION

## TECHNICAL SUPPORT ENGINEER FOR AUTOMATED SYSTEMS

### Life Science Instruments

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#### Summary

Join a rapidly growing early stage company with proven commercial success that is developing exciting new life sciences technologies. Be a key player in the development and application of technology and products that will have a major impact on the CRISPR gene editing, single cell genomics, cell line development, cellular imaging, cell sorting, and flow cytometry fields. Reporting into the Engineering Team, the Technical Support Engineer is a dynamic role that allows you to use your engineering and scientific skills by conducting field service visits for automated system installation, training, preventative maintenance, repair, and hardware / software upgrades at customer, validation, and research sites. Depending on the candidate the position would be based either in California (San Diego, San Francisco) or at the Company's location in Durham, NC.

#### Responsibilities

- Install automated systems and conduct user training sessions at installation sites for commercial sale, prospective customer demonstrations, and grant-based placements
- Conduct scheduled preventative maintenance, repairs, and hardware / software upgrades to automated systems at installation sites
- Communicate with users to gather information to triage and address the technical support request
- Collaborate with the Engineering, Product Applications, and Array Products teams to diagnose hardware, software, array, and/or application issues and to determine the appropriate course of action to respond to the technical support request
- Document technical support requests in the Cell Microsystems Customer Relation Management (CRM) software – Salesforce Service Cloud – and consistent with the Cell Microsystems Quality Management System

#### Candidate Requirements

- B.S. in engineering (biomedical, mechanical, electrical) or scientific (physics, chemistry, biology) discipline required
- Experience with cell or molecular biology, genomics, biotechnology, or cell culture a plus
- Proficient with Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Experience with Customer Relation Management software (e.g. Salesforce) a plus
- Demonstrated oral communication and technical writing skills required
- Willingness to work in entrepreneurial, small-company, team environment
- Self-starter and independent worker capable of working towards common goals in a team
- Travel required
- Must be able to work in the U.S.

#### Compensation

- Total Comp commensurate with qualifications and experience
- Annual discretionary bonus plus equity at an early stage
- Generous PTO package with benefits

*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)