



Open Position: Field Applications Scientist – East Coast

About the Company:

seqWell is revolutionizing sequencing sample prep to unlock the full potential of today's NextGen DNA sequencing instruments. Our company's mission is to increase the productivity, quality and access to sequencing by offering advanced reagent-based solutions in kits for a wide range of applications. The plexWell™ platform is a truly multiplexed workflow that allows for simple, easy library prep for 100s to 1000s of distinct samples. seqWell's talented team of scientists is dedicated to creating transformative solutions for everyday challenges encountered in modern DNA sequencing.

Position Type: Full-time Employee

Responsibilities:

- Perform as the technical account manager, acting as the point of contact between the customer and company
- Keep customers apprised and trained on advancements in seqWell technology
- Coordinate and perform customer site trainings and demonstrations
- Identify, document and communicate customer complaints and concerns to management
- Contribute to white papers and documentation with the goal of expanding support content
- Engage in scientific discussions with customers to cultivate long term relationships
- Create and maintain positive working relationships with customers. Key, is the ability to manage expectations while exceeding the customer's needs
- Gather and deliver strategic and competitive customer feedback, communicating customer use cases beyond initial product scope to Marketing and Product Development teams
- Troubleshoot issues related to user's technical skills, biochemistry/assay design, experimental design
- Interpret customer needs and identify the proper issue escalation pathway within seqWell
- Support field sales team at trade shows, seminars and technical symposia. This will include presentations and networking with thought leaders

Liaise directly with Product Managers to provide feedback on competitive landscape, conceptualization of new products and product extensions, beta test programs, product positioning and application development.

- Participate in trade shows and the ongoing technical training of Sales Consultants.
- When not in the field, responding to technical inquiries from U.S. customers received by phone and e-mail, communicating with Sales team and entering details of these interactions in the CRM.

Requirements:

- A masters or doctoral degree in Biochemistry, Molecular Biology, Biotechnology, or appropriate Biological or Biomedical Science
- Advanced theoretical knowledge of, and practical experience in next-generation sequencing (particularly sample preparation for Illumina and Ion Torrent platforms), real-time PCR, and end-point PCR applications
- Experience with liquid handling platforms for NGS and PCR applications will be an advantage
- Excellent personal task management skills and a high level of self-motivation
- Experience in any form of customer support and the use of a CRM system are highly recommended
- Excellent verbal and written communication skills
- Excellent computer skills

Interested candidates should send their C.V. to: info@seqwell.com

seqWell is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind: seqWell is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at seqWell are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. seqWell will not tolerate discrimination or harassment based on any of these characteristics.