

Technical Applications Specialist



Beverly, MA | Location

Send your resume to careers@seqwell.com

Join the seqWell journey!

Our mission at seqWell is simple. We strive to unlock the full potential of modern NGS instrumentation through a transformative library prep technology called plexWell™. Our workflow enables scalable multiplexing with fewer steps and cost-consuming normalization to achieve greater efficiency, cost savings, and minimize time to results. We are a fast-moving, innovative company focused on customers while providing a fulfilling work environment for our team members.

What we are looking for:

As we grow and expand our capacity in our Beverly, MA facility, we are seeking a technical applications specialist to expand our customer support capabilities and ensure a positive experience for the customer. This position provides a wonderful opportunity to work with a growing team and has significant potential for personal and professional development. The ideal candidate will have practical lab experience in Next Generation Sequencing for a range of NGS applications, experience troubleshooting NGS workflows, enthusiasm for working directly with customers, along with an eye for detail and excellent communication skills.

As a member of the applications and support group, the position will interact directly with sales, operations, and development teams to support a broad range of customers who are engaged in Next Generation Sequencing (NGS) research.

How you will contribute:

- Develop front-line support tools for scalability, including creating training material for new customers and new employees.
- Receive and manage support inquiries from customers, distributors and Sales via email and phone to efficiently resolve product or service issues and maintain high levels of customer satisfaction
- Participate in support-related lab work to include hands-on training of the NGS library prep products and acting as beta tester for new products.
- Generate data for application notes and marketing material for new and existing products
- Contribute to white papers and documentation with the goal of expanding support content.
- In conjunction with other applications team members, participate in the generation of customer facing technical documentation (FAQs, troubleshooting guides, user guides) by identifying common questions or problems with products to provide feedback internally and aid in continuous product improvement

What you will bring:

- A masters or doctoral degree in Biochemistry, Molecular Biology, Biotechnology, or appropriate Biological or Biomedical Science or a bachelor's degree with appropriate NGS.
- 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 troubleshooting complex library preparation issues or sequencing results.
- Knowledge of bioinformatics and NGS data analysis is a plus.
- Experience with liquid handling platforms for NGS and PCR applications is a plus.
- 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 is a plus.
- Excellent verbal and written communication skills.
- Attention to detail while ensuring urgency to respond to customers.
- Able to multi-task, prioritize, and manage time effectively.

Be a part of the seqWell team today!

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.