

Field Applications Scientist



Beverly, MA | Location

Send your resume to careers@seqwell.com

Join the seqWell journey!

Do you enjoy the challenge of figuring out how to accelerate research by creatively leveraging your competencies and expertise? 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.

What we are looking for:

Our rapidly growing team is looking for someone who knows and loves the science in NGS... AND supporting customers to ensure their research success even more! As a member of the applications team, you will play a vital role in achieving business objectives and high levels of customer satisfaction. Towards those ends you will support the Sales team in pre-sales functions such as guiding customer evaluations, providing product training, and assisting with post-sales customer support when necessary. Our team requires motivated team players who can quickly adapt in an evolving start-up environment and integrate within cross-functional teams in supporting strategic goals of the commercial team.

The ideal candidate must effectively convey, via oral and written media, the features and benefits of our products to prospects and customers, will have experience with technical support in the life sciences as well as practical lab experience in Next Generation Sequencing. They must have effective interpersonal skills to build relationships across the seqWell team and with customers. This role reports to the Director, Applications and Support at the Beverly, MA office. This is a hybrid position that will require time spent in the office/lab at the Beverly headquarters (40-50%), remote work and anticipated US travel of up to 50%.

How you will contribute:

- Provide pre-sales support to Sales for new customer applications focusing on technical and application presentations; work performed via videoconference, site visits, phone and email.
- Support the customer's evaluation by thoroughly understanding their application, workflow, and data requirements, providing protocol training to new product adopters.
- Assist the applications team with post-sales support when needed by receiving and managing 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
- Track key performance metrics, including customer response time, issue resolution time, and departmental efficiency are met or exceeded; includes logging into CRM
- Guide automation inquiries and support
- Assist Marketing In development of sales collateral, user guides, web content and other customer-facing material
- Act as technical conduit between the field and internal teams
- Support high morale and commitment by exhibiting a sense of common purpose and direction
- Solve problems and manage crises through solutions driven communication
- Maintain proficiency and market dynamics via training and technical development to ensure understanding of new products, applications and competitive offerings.

What you will bring:

- Hands on experience in NGS library construction
- Experienced user of Illumina platforms and NGS bioinformatics
- Efficient multitasking abilities
- Excellent listening, teaching and observational skills; coupled with strong oral and written communication skills.
- Strong relationship-building and Interpersonal skills
- High degree of comfort navigating technical project discussions
- Attention to detail while ensuring urgency to respond to customers
- Strong technical references and proficiency in NGS laboratory methodology
- Adaptability and resourceful mindset
- Proven track record of working in a multi-disciplinary team setting
- Prior customer application support experience preferred
- Appropriate scientific educational background, advanced degree a plus

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.