Join the seqWell journey!

Our mission at seqWell is simple. We strive to unlock the full potential of modern NGS instrumentation through transformative library prep technologies. 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:

seqWell Inc. is seeking a talented Technical Support Specialist to join our team in *Beverly, MA. Our company's mission is to revolutionize NGS library prep via products that help unlock the full potential of modern DNA sequencing instruments. Building on core strengths of molecular reagent design and workflow engineering, seqWell's product portfolio allows improvements in the scale and quality of DNA sequencing results. Our transformative library prep technology allows for simple, scalable multiplexing with less time and cost-consuming normalization.

We are seeking a Technical Support 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 with significant potential for personal and professional development. The ideal candidate will have experience with technical support in the life sciences as well as practical lab experience in Next Generation Sequencing, along with an eye for detail and excellent communication skills.

As a member of the Customer Experience group, the position will interact directly with sales, applications, 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
- Track key performance metrics, including customer response time, issue resolution time, and ensure departmental efficiencies are met or exceeded through a CRM
- 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
- 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:

- Hands-on experience in NGS library construction, long read experience a plus
- Outstanding problem solving and interpersonal skills
- Excellent verbal and written communication skills
- Technical experience with NGS platforms and library preparation techniques
- Attention to detail while ensuring urgency to respond to customers
- Able to multi-task, prioritize, and manage time effectively
- Bachelor's degree, preferably in life sciences or related field, advanced degree a plus
- 4+ years of prior experience, with 2+ years experience in customer support, NGS experience preferred

*While this is a hybrid work role, we are considering only candidates who reside within a commutable distance to Beverly, MA