

Field Application Scientist – NGS

Remote US | West Coast Location



Send your resume to careers@seqwell.com

Join the seqWell journey!

Our mission at seqWell is simple. Responsive to the needs of our customers, we develop scalable genomics products that simplify sequencing workflows. 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.

As we grow, we are seeking a Field Applications Scientist (FAS) for our West territory. The FAS is the primary technical point of contact for seqWell's NGS customers, responsible for achieving business objectives and high levels of customer satisfaction. This role supports both pre- and post-sales functions — guiding customer evaluations, delivering product training, and resolving technical support inquiries — while serving as a technical liaison between customers, Sales, R&D, Marketing, and Product Management

How you will contribute:

- Provide white glove pre-sales technical support to Sales and prospective customers through phone, email, video conferencing, and site visits, including technical presentations and hands-on product training
- Support customer evaluations by developing a thorough understanding of each customer's application, workflow, and data requirements, and guiding evaluations through successful completion
- Assist the Support team with post-sales inquiries from both customers and distributors
- Lead complex technical discussions and customer escalations, applying a solutions-oriented approach to troubleshooting and communication
- Serve as a technical liaison between R&D, Product Management, Marketing, and Sales, relaying field insight to inform product development and go-to-market decisions
- Provide market and competitor feedback to company leadership, including trends gathered at industry conferences, trade shows, and technical seminars
- Represent seqWell at industry conferences, trade shows, webinars, and other events through technical presentations, product demonstrations, and customer engagement
- Assist Marketing in developing and reviewing sales collateral, user guides, protocols, web content, application materials, and other customer-facing technical resources
- Maintain accurate records of customer interactions, evaluations, and technical communications to support effective follow-up and cross-functional visibility
- Train internal team members on technical content, with support from Product Management and Marketing, promoting technical knowledge and consistency across teams
- Maintain deep proficiency in seqWell's product portfolio, relevant NGS applications, sequencing platforms, and competitive technologies through ongoing technical development and training
- Prioritize and manage multiple customer projects and technical requests, adapting quickly as business and customer priorities change

What you will bring:

- Bachelor's degree in Biological Sciences, Molecular Biology, Biochemistry, or a closely related field, with extensive hands-on laboratory experience; an advanced degree (MS or PhD) is a plus
- Minimum of 3 years of experience in the NGS space, including at least 2 years in a technical, customer-facing role
- Hands-on experience with NGS library construction, ideally including multiplexed library preparation and/or target enrichment workflows
- Technical familiarity with major NGS platforms, including Illumina, PacBio, and Oxford Nanopore (ONT)
- Strong technical proficiency in NGS laboratory methodology, with references who can speak about that experience
- Familiarity with laboratory automation and automated NGS workflows is strongly preferred
- Working knowledge of NGS bioinformatics and sequencing data analysis, with the ability to interpret and discuss common sequencing metrics and results
- High degree of comfort leading complex technical discussions with scientists, laboratory personnel, and other customer stakeholders
- Excellent listening, teaching, and observational skills, combined with strong verbal, written, and organizational communication skills
- Strong relationship-building and interpersonal skills, with an adaptable, resourceful, and solutions-oriented mindset
- Proven track record working effectively in a multi-disciplinary, cross-functional team setting
- Strong organizational and time-management skills, with exceptional attention to detail and a commitment to timely customer communication and follow-up
- Ability to work independently in a field-based environment while collaborating effectively as part of a broader commercial and technical team
- Willingness to travel within the assigned territory as needed to support customers up to 30–50% including some overnight travel

To be considered, candidates need to reside on the West Coast

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.