

Field Applications Specialist

As a Field Applications Scientist covering France and French speaking area of Switzerland, you will provide remote and on-site customer training and applications support, facilitate instrument sales by conducting technical seminars and product demonstrations, and manage customer sites with the goal of maximizing use of the Fluidigm CyTOF® Mass Cytometry platform in the field. If you enjoy bringing new technologies to market, embrace challenge, and work well in a flexible and multidisciplinary environment, then this position may be for you.

ESSENTIAL DUTIES:

- Conduct on-site and in-house customer training courses.
- Provide phone-, email-, and in-person customer applications support, including troubleshooting issues related to user technical skill, instrument operation, experimental design, and data analysis.
- Assist in the creation and review of technical materials (manuals, application notes, presentations).
- Provide technical sales support by conducting applications-based seminars and product demonstrations.
- Manage proof-of-principle experiments for potential customers evaluating or writing grant applications for purchase of the CyTOF.
- Conduct new product evaluation/testing with R&D and beta test sites.
- Provide constructive personal and customer feedback to R&D team.
- Create and maintain support information in the company enterprise database.
- Communicate project status, issues to management, users and staff.

EDUCATION AND EXPERIENCE:

- M.S. in life sciences is required. Ph.D. and strong immunology background preferred.
- 3-5 years of hands-on experience in biochemistry, molecular biology, or cell biology lab is required.
- Previous experience in field applications support is desired.
- Skilled in troubleshooting software, instrumentation, applications, and analysis of flow cytometry and/or mass spectrometry platforms.
- High level bioinformatics skills are highly desirable.
- Proficient in Word, Excel, Powerpoint.
- Able to travel at least 60% of the time.
- Excellent organizational skills and technical writing ability.
- Strong communication skills and experience delivering scientific presentations.
- Commitment to customer service.
- Independent thinker with excellent problem solving and interpersonal skills.
- Collaborative attitude Fluidigm within and outside own discipline.