



Applications Specialist

COMPANY MISSION

At Nexcelom Bioscience, we design, develop, and manufacture innovative devices for cell-based assays. We combine the most advanced material science, polymer manufacturing technologies, optical materials, and device design to provide a new generation of assay devices that provide new tools for cell-based assays.

PURPOSE AND SCOPE:

Provides technical support and customer service for customers and sales representatives. Identifies, proposes and proposes ideas for Nexcelom products. Supports marketing and sales activities. Develop new assays and applications.

DUTIES / ACTIVITIES:

- Conduct product demonstrations remotely and at customer sites
- Conduct Cellometer instrument installation and train customers remotely and at customer sites
- Collaborate with Sales Reps and Customers to resolve product issues
- Develop and write application documentations for customers
- Lead and manage projects to integrate designed assay systems with image analysis, data compiling software and detection instrumentation
- Develop new applications on image-based Cellometer products
- Prepare and present experimental reports for internal project meetings, customers, partners and scientific conferences
- Attend and actively prepare and participate in trade shows
- Collaborate with product development team to develop new products and make product improvements
- Primary technical contact for customer support questions
- Manage and maintain customer support databases

EXPERIENCE AND REQUIRED SKILLS:

- Candidates must have strong communication skills with the ability to work in a multidisciplinary team environment
- Expertise in the following areas is considered a plus: assay development, cell biology, cell culture, fluorescent chemistry, protein chemistry, as well as hand-on experience with fluorescence microscopy and flow-cytometry technology
- Computer software experience for analysis image and data and interpreting experimental results is preferred
- Working experience in biology labs
- Familiar with cell culture and biology
- Experience in applications development for biological sciences
- Familiarity with biological material and safety protocols
- Strong interpersonal and customer service skills
- Experience in customer service in a sales environment
- Ability to problem solve is a must
- Availability to travel up to 80%



EDUCATION:

- B.S., M.S, or PhD with experience in cell biology, immunology, molecular biology, biochemistry, or related field. Industry experience is preferred.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Sitting for long periods of time
- Bending to floor level
- Lifting heavy objects

RELATIONSHIPS:

Internal Contacts:

- Interacts with all level of the organization, daily

External Contacts:

- Interacts with customers and venders, daily

SUPERVISION:

- None direct reports

CONTACT:

BO LIN PH.D
DIRECTOR OF APPLICATION DEVELOPMENT
BLIN@NEXCELOM.COM
978-327-5340 EXT.208

The duties listed in this job description are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.