

Job Description

Job Title:	Applications Scientist	Revision Date:	07/07/2022
Work Location:	Remote, USA		
Department:	Technical Service		
Reports to:	Technical Service Manager	FLSA Status:	Exempt

Summary: An integral part of the growing Advanced Instruments team, the Applications Scientist will be working in a fast-paced customer/technology-focused environment. The role will require an individual with strong scientific, analytical and project management skill sets who is team orientated, able to work cross-functionally but also comfortable working independently.

The individual will be responsible for leading scientific applications support primarily for our medical/hospital product lines including our osmometers (Chemistry), cell counter (Hematology), and anaerobic jar systems (Microbiology) as well as our growing biotech osmometer product line. In this exciting new role, the Applications Scientist will work closely with Technical Service, Applications Sciences, Product Management, cross-functional teams, and customers to identify, develop, promote, and manage scientific applications that drive value for our customers and grow our business. The primary objective will be to promote use of AI products while delivering top level support and education to our customers.

The successful candidate will be passionate about scientific applications and supporting customers. The individual will possess a highly collaborative, goal-oriented style with strong active listening and communication skills as well as a strong sense of urgency. Preference will be given to an individual with medical laboratory science/hospital laboratory experience.

Essential Functions:

1. Support Field Service and Technical Support team on scientific applications and customer support.
2. Collect and analyze customer data in relation to user escalations to help determine a resolution
3. Lead customer calls for escalated technical problems related to applications from start to finish.
4. Act as subject matter expert to convey knowledge and deliver exceptional customer experience.
5. Conduct onsite installation, training, and validation services within the US and Canada.
6. Analyze and interpret customer validation data; generate reports and clearly present findings to clinical customers.
7. Manage customer peer group program; identify and communicate trends and opportunities.
8. Develop and maintain strong customer relationships.
9. Maintain knowledge of CLSI guidelines and application thereof.
10. Identify and communicate opportunities pertaining to applications and better customer support.
11. Must be capable of clearly communicating with stakeholders as well as with external audiences.
12. Support product evaluations at customers sites.
13. Design and execute customer collaborations working closely with Product Management.
14. Develop content (i.e., scientific posters, presentations, whitepapers, application notes) with the goal of promoting use of Advanced Instruments products and educating customers
15. Represent the company at conferences by presenting new data.

Experience Requirements:

1. Minimum of four years of industry experience in laboratory, applications sciences, or technical services.
2. Experience with medical laboratory science, clinical instrumentation, and the hospital laboratory environment.
3. Strong understanding and proven use of statistical methods (i.e., for analyzing accuracy, precision, and linearity) and application thereof.
4. Able to present to both small and large audiences; proven track record of success in customer facing role.
5. Excellent written and verbal communication skills.
6. Excellent organizational skills.
7. Excellent attention to detail and proficient in maintaining accurate records.
8. Able to multi-task and work collaboratively and cross-functionally within the company.
9. Be able to thrive in a fast-paced setting and adapt to changing priorities.
10. Familiarity with CLSI guidelines a plus.

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Educational Requirements:

BS or MS with > 3yrs of experience

Physical Requirements and Working Conditions:

1. Typical office and laboratory environment.
2. Must be able to use basic office equipment: computer, printer, copier, telephone, etc.
3. Approximately 25% travel to prospects, customers, and trade events.
4. Active passport and ability to rent a vehicle

Application Process: Interested candidates should send their resume to:

Advanced Instruments, LLC

2 Technology Way

Norwood, MA 02062

jobs@acompanies.com

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.