

Field Application Scientist

The FAS serves as a technical resource supporting customer implementation of core Mabtech applications – ELISA, ELISpot, FluoroSpot, FociSpot and EYRAPlex. Handling customer application inquiries and communicating this information to the internal Mabtech team is a primary effort.

KEY RESPONSIBILITIES

Technical Support:

- Providing technical assistance, troubleshooting, and training related to ELISpot, FluoroSpot, FociSpot, ELISA, and Multiplex assays
- Providing pre- and post-sales support to the customer, including discussions on applications, assay design, optimization, and troubleshooting

Product Demonstrations:

- Demonstrate virtually and on-site the capabilities and functionality of the Mabtech products (instruments, software, kits, and reagents) and services to potential customers

Customer Relationship Management:

- Building and maintaining strong relationships with customers, understanding their needs, and providing ongoing support
- Provide feedback to internal stakeholders regarding product or solution experience – challenges and innovation related to core and new potential applications and product use.

Technical Presentations:

- Presenting technical papers, posters, and presentations to customers and at conferences
- Planning and presenting webinars, workshops, and other customer facing activities.

Sales and Marketing Support:

- Serving as a technical resource supporting the sales team in identifying opportunities and closing deals
- Delivering voice of the customer, customer innovation, and new potential applications to Mabtech
- Providing technical training to the sales team and supporting product launch efforts

Traveling:

- Travel to customer meetings, attend conferences, company sales meetings and training sessions, and conduct demonstrations as appropriate and needed.

QUALIFICATIONS, SKILLS, AND EXPERIENCE

- The successful candidate will have a Ph.D. in Immunology (preferably in the field of T and B cell biology) or related field or MS with 3-5 years of industry experience with exceptional analytical, problem-solving, time management, and interpersonal skills
- Previous hands-on experience with ELISpot/FluoroSpot, ELISA and multiplex assays preferred. Alternatively, experience with other cell-based assays, including flow cytometry is a plus.
- Strong technical knowledge of immunology: A thorough understanding of immunology principles, techniques, applications, and immunoassay development related to drug discovery and development.
- Solid understanding of relevant therapeutic areas, including infectious disease vaccines, immunotherapy and gene therapy is desired. CRO experience a plus.
- Good communication and interpersonal skills: Ability to effectively communicate complex technical information and build relationships with customers, and a demonstrated capability working in a collaborative team environment
- Problem-solving skills: Ability to troubleshoot issues and find solutions for customer needs
- Proficiency in Microsoft Office Suite: Ability to use standard software for data management, reporting, and communication
- Legally authorized to work in the United States