



Field Application Scientist – East Region

About Akoya Biosciences, Inc.

Akoya Biosciences, Inc., The Spatial Biology Company™, with offices in Menlo Park, CA and Marlborough, MA is a well-funded and growing company that is developing powerful imaging tools to enable scientists and clinical researchers to gain a better understanding of complex diseases such as cancer and autoimmune disorders. Our CODEX® platform, spun out of the lab of Dr. Garry Nolan at Stanford University, enables the assessment of more than 40 protein markers in a sample and is ideally suited for biomarker discovery. Our Phenoptics™ platform, the industry standard for multiplex IF/IHC provides the assay robustness and throughput necessary for translational and clinical research required in clinical trials. Our partnerships with the academic community and our customers have resulted in a robust pipeline of future products.

Summary:

We are looking for an experienced Field Application Scientist (“FAS”) to provide onsite and remote post-sales support to users on the East Coast; ideally based in Boston, New York, Baltimore, or Philadelphia. The primary functions of this role include technical training and support on instrument operation, sample preparation, and data analysis. Responsibilities span both the Phenoptics and CODEX™ product lines with configuration of the system and training users to become comfortable with the Akoya workflow. This position includes cross-functional tasks and will work collaboratively with Technical Support, Product Management, Applications, and Sales. We are looking for an individual with experience in fresh-frozen and FFPE tissue, immunohistochemistry, immunofluorescence, and microscopy.

This role will be a great fit for self-starters who are comfortable taking the initiative and enjoy working with new technology and cutting-edge science. When it comes to troubleshooting, you will not always know the correct answer, but you can harness your resources to quickly find the answer.

The ideal candidate would have excellent communication and organizational skills with prior FAS experience. Responsiveness and ownership are critical for customer success.

Duties & Responsibilities

- Perform onsite and remote troubleshooting and training
- Manage assigned territory independently (e.g. travel, schedule) and occasionally provide support outside of that territory
- Provide technical support, including troubleshooting, WebEx-based customer education, and general support of the Phenoptics and CODEX™ workflows and data analysis
- Accurately record pertinent information in Customer Relationship Management system
- Be the customer advocate
- Proactively provide user feedback on applications, workflow, and components

Required

- Bachelor's degree
- 2+ years Field Application Scientist experience
- Travel 40% of time with some overnights
- Valid driver's license



Skills and qualifications

- Experienced in fluorescence microscopy
- Skilled in antibody-based assays, including immunofluorescence, and immunohistochemistry
- Comfortable with image analysis and able to learn multiple software platforms
- Proven ability to quickly learn large amounts of new, complex technical information
- Familiar with automated instruments with fluidics components
- Demonstrated excellent customer relations skills
- Problem-solving ability
- Excellent communication skills
- Ability to manage multiple priorities

If interested, please contact us at jobs@akoyabio.com.