

POSITION: Field Application Scientist

JOB TYPE: Full Time

LOCATION: Charlottesville, Virginia, USA

ABOUT LUMACYTE



Our values, passion, and drive are based upon the desire to help humankind better understand disease and to accelerate the development and production of life saving advanced therapies and cures faster than ever before.

LumaCyte, Inc. is an advanced research and bioanalytics instrumentation company that produces label-free, single cell analysis instrumentation where the use of antibody or genetic labeling is not required for cellular analysis. This revolutionary technology utilizes Laser Force Cytology™ (LFC™) to measure optical and fluidic forces within a microfluidic channel, quantitatively characterizing innate cellular responses of subtle phenotypic changes based purely on the intrinsic biophysical and biochemical properties of cells; which can be used to measure cellular changes in response to their environment or treatment. The univariate and multivariate nature of the data has enabled a host of big data strategies and cloud computing capabilities that drive advanced analytics, allowing a deeper understanding of cell based biological systems. Applications of LumaCyte's label-free platform technology include viral infectivity for vaccine development and manufacturing, cell health, activation, transfection and transduction analytics for cell and gene therapy development and production monitoring, CAR T-cell immunotherapy, iPSC differentiation, adventitious agent testing (AAT), infectious disease, and pre-clinical drug discovery, in addition to multiple applications across advanced therapy biomanufacturing for real-time quality control.

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JOB DESCRIPTION

Our company is searching for an experienced, reliable, and task-oriented **Field Applications Scientist (FAS)**. The FAS is a multifunctional role and will be responsible for performing customer product demonstrations, installations, training and support in the field as well as

support the R&D team internally to test and improve our line of products using customer feedback they obtain in the field. The ideal candidate is highly self-motivated, professional, and capable of managing their workload and prioritizing tasks. We are looking for someone who will enjoy a fast-paced and growing organization with the ability to expand their job description as well as additional opportunities long term.

Responsibilities include, but are not limited to:

- Perform pre- and post-sales activities such as on-site demos, customer training to demonstrate instrument use, software functionality, protocol development, instrumentation installation, service visits and preventive maintenance for a wide variety of customers nationally and globally.
- Provide scientific and technical support on LumaCyte instruments, reagents, and systems. Multidisciplinary support of LumaCyte instrumentation including hardware, software and biologic troubleshooting with co-travel support as needed.
- Perform field service visits and preventive maintenance on LumaCyte's instrumentation.
- Support customers by providing technical and applications support and troubleshooting over the telephone and via e-mail for all products.
- Follow-up technical assistance to ensure customer satisfaction with solutions to problems and complete all required follow-up documentation.
- Act as liaison between customers and internal R&D and business team by providing insights for current product continuous improvements through feedback providing voice of the customer information internally.
- Stays scientifically current and engaged in fast-moving fields in which our business participates and deeply understand LumaCyte customer needs.
- Develop training material, update user manuals, assist with technical applications documentation and ensure good documentation of field service visits including site visit and preventive maintenance reports.
- Collaborate with R&D for debugging software and hardware solutions and testing of new software releases.

Skills & Requirements

- Bachelor's degree in Biology, Biochemistry, Chemistry, Biomedical Engineering Biotechnology, or others related field required.
- 2+ years of experience working as a Field Applications Scientist, or similar position for an instrumentation/biotechnology company required.
- Laboratory experience in sample processing for single cell analysis desired.



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- Broad knowledge and technical expertise troubleshooting cellular biology/virology applications desirable.
- Broad knowledge and technical expertise of virology and virological methods including plaque assay, TCID50, and neutralization assays, functional cell-based assays, cell culture desired.
- Excellent written, verbal and communication skills; strong interpersonal skills, and an outstanding in person demeanor capable of building strong relationships with customers
- Outstanding customer service ethics.
- Proven self-starter, good interpersonal and time management skills, and ability to work in a team environment with minimal direction and oversight.
- Ability to travel nationally and sometimes globally up to 50% of the time with occasional short notice (as little as 24 hours).

APPLICATION INSTRUCTIONS

Please email your resume to us at HR@lumacyte.com, specifying the desired job position title(s) in your email.