

POSITION: Field Application Scientist

JOB TYPE: Full Time

LOCATION: Boston, Massachusetts, 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.

Innovate. Discover. Transform.™

JOB DESCRIPTION

LumaCyte is seeking a skilled, reliable, and detail-oriented Field Applications Scientist (FAS) based in Boston, Massachusetts. This vital role is dedicated to driving scientific innovation and elevating analytics within the biopharma and CDMO sectors. Far beyond mere outputs, analytics serve as the cornerstone for the successful development and manufacturing of advanced therapies and vaccines, ultimately transforming patient outcomes. The Field Applications Scientist will play a key role in ensuring the voice of the customer is effectively communicated across internal stakeholders, fostering alignment and collaboration to deliver impactful solutions that address complex, real-world bioprocess challenges.

The ideal candidate is a self-motivated and highly professional individual with a strong passion for challenging the status quo and redefining what's possible. They thrive in a team-based, purpose-driven culture, demonstrating exceptional skill in prioritizing tasks and managing a dynamic workload. This position seeks individuals who are eager to drive meaningful change in a fast-paced, rapidly growing organization, with ample opportunities to expand their responsibilities and advance their career over time.

Responsibilities include, but are not limited to:

- Conduct pre- and post-sales activities, including on-site demonstrations, customer training, protocol development, instrument installation, service visits, and preventive maintenance for a diverse, global customer base.
- Deliver scientific and technical support for LumaCyte instruments and software.
- Perform field service visits and carry out preventive maintenance on LumaCyte's instrumentation to ensure optimal performance.
- Assist customers with Laser Force Cytology™ method development and provide technical and application training both remotely and on-site in customer laboratories.
- Provide proactive follow-up and technical assistance, ensuring customer satisfaction by addressing issues and completing all required documentation.
- Serve as a liaison between customers and internal development and business teams, offering feedback and insights for product enhancements through "voice of the customer" input.

- Stay informed and engaged in rapidly evolving scientific fields relevant to LumaCyte's business, ensuring a deep understanding of customer needs.

Skills & Requirements

- Masters degree in Biology, Biochemistry, Chemistry, Biomedical Engineering Biotechnology, or other related field required.
- 2+ years of experience working as a Field Applications Scientist, or similar laboratory or scientific position for an instrumentation or biotechnology company required.
- Laboratory experience in sample preparation and processing for single cell analysis.
- Broad scientific and technical knowledge and expertise of cellular biology or cell-based virology applications including but not limited to cell culture, stem cell differentiation, activation, CAR T killing or other cell-based functional potency assays desirable.
- Excellent written and verbal communication skills; strong interpersonal skills, with an outstanding in person demeanor capable of building strong high trust business relationships with customers.
- Skilled problem-solver with a passion for supporting and delivering exceptional customer service.
- Demonstrates a proven ability as a self-starter with strong interpersonal and time management skills, excelling in team environments with minimal supervision.
- Willingness and ability to travel nationally and internationally up to 25% of the time.

APPLICATION INSTRUCTIONS

Please email HR@lumacyte.com, your resume and cover letter highlighting why you are the perfect person join our growing team. Please make sure to specify the desired job position/title in the subject of your email. We look forward to hearing from you!