Example Field Application Scientist job description (small biotechnology company)

As a Field Application Scientist on the Customer Success team you will be responsible for implementing, training, onboarding, and delivering outstanding service to our customers. You'll need to learn the product quickly and deliver front-line implementations, support, and training to users in the field. In addition, you will collaborate with our sales team, delivering customer demos and supporting customer product evaluations. You will lead and project manage implementations in which you will interface directly with leaders at top-tier health systems and clinical laboratories. In addition to the direct customer interaction, you'll help define, document, and develop the support processes. This is a great growth opportunity for those interested in helping to make clinical genomics a reality in the field.

Responsibilities

- Lead new customer implementations and go-lives including workflow definition, onboarding and user training
- Present company software products credibly and with scientific and technical depth
- Support customer product evaluations and deliver configured customer demos
- Manage and resolve customer support issues
- Where required, escalate technical product issues to the engineering team, and work with engineering to facilitate resolution
- Build support infrastructure and processes, developing documentation and training materials
- Develop and maintain positive relationships with customers
- Analyze support case trends and reporting back to the product team to help improve the product

Qualifications

- Advanced degree (PhD or Masters) or equivalent experience in Life Sciences (Molecular Biology, Genetics, Computational Biology) or related field
- Prior experience supporting customers in a highly technical field, with demonstrated commitment to customer success
- Experience working with next-generation sequencing and genetic variant data
- Highly motivated with the ability to work independently and in a dynamic team environment
- Excellent problem solving and communication skills
- Fast learner with a passion for commercializing software products that truly advance the field of genome interpretation
- Bonus: Experience with scripting languages and SQL querying. Experience with LIS integration