

Field Application Specialist

US, Canada, LATAM

Reports to: Team leader FAS **Type of contract:** Permanent **Start date:** ASAP

Are you an experienced **Field Application Specialist located in the US**, looking for an exciting challenge where you can have an impact on the future growth of your company?

About us

Lunaphore Technologies is a company born with the vision of accelerating cancer research, by making spatial biology mainstream in every research laboratory. We build solutions that simplify technology adoption for discovery and translational research laboratories and empower researchers to develop better targeted treatments for cancer and other diseases.

To support our future growth, we are looking for a highly motivated and dynamic individual to join our team!

Your Missions

Reporting directly to the Team leader FAS, you will provide on-field support for pre- and post- sales activities.

- Understand in depth the different applications of the product.
- Attend conferences and customer meetings and present the product and applications.
- Train and support customers in operating the setup, developing their application and implementing assays properly.
- Investigate problems and develop solutions to address them.
- Understand thoroughly all the technical aspects of the product on the device side as well as on the application side.
- Run staining assays on the setup for testing protocols.
- Collaborate effectively with the Sales, Marketing, Customer support and R&D in order to address the customer needs and provide high quality support.
- Identify and keep track of all details and feedback at the customer site.
- Feedback effectively the customer's experience to the Lunaphore team through detailed reports and presentations.
- Help defining customer requirements and applications for new products.
- This position includes frequent travelling (40-80%)
- Contribute to maintain and improve the quality system in order to comply with all applicable regulation and standards, especially with ISO 13485

Your ideal profile

- PhD degree in Biology, Life sciences, Bioengineering, Medicine
- Experience in in-situ techniques including immunohistochemistry, immunofluorescence, in-situ hybridization, and similar techniques and technologies is a strong plus.
- Be hands-on and feel confident testing assays in a laboratory environment. Skilled to manage technical work at the field even with little supervision.
- Like interacting with people, bring advice and solutions to them, and demonstrate good customer service skills.
- Ability to adapt in a constantly changing environment.
- Ability to collaborate with others by working in a team, share information with peers and managers.
- Critical thinking and analytical skills.
- Good organizational skills and attention to detail.
- Fluency in oral and written English is a must.

What we offer

- A dynamic company where you can have a real impact
- An environment where you will be able to grow both professionally and personally
- Collaborate every day with a young, interactive, and motivated team

Are you passionate about making spatial biology mainstream and empowering researchers? Us too!
Send us your complete application through human.resources@lunaphore.com