



## Field Application Scientist – West Coast

### About MaxCyte:

MaxCyte, the clinical-stage global cell-based therapies and life sciences company, uses its proprietary next-generation cell and gene therapies to revolutionize medical treatments and ultimately save lives. The Company's premier cell engineering enabling technology is currently being deployed by leading drug developers worldwide, including all of the top ten global biopharmaceutical companies. MaxCyte licences have been granted to more than 120 cell therapy programs, with more than 90 licensed for clinical use, and the Company has now entered into ten clinical/commercial license partnerships with leading cell therapy and gene editing developers. MaxCyte was founded in 1998, is listed on the London Stock Exchange (AIM:MXCT, MXCL) and is headquartered in Gaithersburg, Maryland, US. For more information, visit [www.maxcyte.com](http://www.maxcyte.com).

### Job Summary:

The Field Applications Scientist (FAS) provides technical and troubleshooting support to customers of MaxCyte's Scalable Transfection Systems, with primary focus on cell therapy, but will work with customers in multiple application areas. In this newly-created role, the FAS will partner with customers in translational medicine and research institutes to implement solutions for process improvements throughout the transfection workflow, including pre- and post-electroporation. Working closely with potential and current customers, the FAS will be responsible for conducting product demonstrations, end-user training and troubleshooting, both during the evaluation phase and post-sale. The FAS will participate in trade shows and will contribute to the publication of scientific and marketing documentation related to the use and applications of MaxCyte's technology. **This position requires at least 50% travel\*\*, primarily covering California and the Pacific Northwest, but occasional travel to the rest of the USA and beyond may be required.**

### Job Duties:

- Provides technical support for MaxCyte product lines and services by answering customer technical inquiries. Inquiries may be received via telephone, email, and/or web chat.
- Conducts product demonstrations, installations and training at customer sites.
- Designs experiments, troubleshoots customer problems, develops and recommends solutions.

- Works collaboratively with the sales and marketing team to promote MaxCyte technology.
- Presents technical and product information at conferences and during customer field visits.
- Makes recommendations for future process improvements, and implements those actions accordingly. Identifies new applications for the MaxCyte technology.
- Analyzes, interprets, and reviews customer data to support sales.
- Accurately records pertinent information from customer interactions and follows up to ensure customer satisfaction.
- Presents technical updates to colleagues and contributes to department meetings.
- Works collaboratively across the business to build partnerships with the marketing, technical, and sales teams to ensure high customer satisfaction.
- Sets up, troubleshoots, and repairs laboratory instruments. Performs instrument calibrations and upgrades.
- Identifies, documents and communicates new competitive activities, products or field activities / strategies to the internal scientific and marketing team.
- Performs regular literature reviews and identifies key opinion leaders in MaxCyte's major application areas.
- Complies with all applicable policies regarding health, safety and environmental policies.

**Job Requirements:**

- MS or PhD in bioengineering, immunology, molecular biology or related field, and at least 3 years of experience in gene editing / cellular therapy.
- Hands-on knowledge of mammalian cell culture, with experience in primary cell genome-editing such as CRISPR/Cas9.
- Experience manipulating T cells, iPSCs and cancer cells a distinct advantage.
- Working knowledge of protein production, HTS-scale cell culture, cell-based screening assay formats and process flow would be beneficial.
- Robust trouble shooting skills.
- Experience in a customer facing role preferred.
- Strong written, verbal and interpersonal skills. Ability to communicate effectively with customers and internal teams.
- Proactive; works under minimal supervision.
- Preference will be given to applicants who reside in the San Francisco Bay Area, San Diego and Los Angeles.

- **\*\*Ability to travel ~ 50-70% (under normal, non-pandemic situations).**

MaxCyte, Inc. is an equal opportunity employer. To apply, please send your resume and cover letter to [careers@maxcyte.com](mailto:careers@maxcyte.com). Please reference **FAS West Coast** in the subject line.