



Field Applications Scientist – Southeast US

About MaxCyte:

MaxCyte is a leading provider of cell-engineering platform technologies to advance innovative cell-based research, development, and commercialization of next-generation cell therapies. The company's existing customer base ranges from large biopharmaceutical companies — including 20 of the top 25 pharmaceutical companies based on 2020 global revenue — to hundreds of biotechnology companies and academic translational research centers. MaxCyte has granted 16 strategic platform licenses to commercial cell therapy developers that allow for more than 75 clinical programs. Founded in 1998, MaxCyte is headquartered in Gaithersburg, Maryland, US.

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 and protein production/expression, but will work with customers in multiple application areas. The FAS partners with customers to identify and implement solutions for process improvements throughout the transfection workflow, including pre- and post-electroporation. Working closely with potential and current customers, the FAS is responsible for conducting product demonstrations, end-user training and troubleshooting, both during the evaluation phase and post-sale. This position participates in trade shows and contributes to the publication of scientific and marketing documentation related to the use and applications of MaxCyte's technology. This individual works under general supervision and requires at least 50% travel*. ***This position primarily covers the Southeast US, but occasional travel to the rest of the USA and beyond may be required.***

Job Duties:

- Works closely with the Territory Manager to support existing customers and promote MaxCyte technology to new customers.
- 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.
- Designs experiments and undertakes product demonstrations.
- Analyzes, interprets and reviews customer data to support sales.
- Conducts installations and training at customer sites.

- Troubleshoots the integration of MaxCyte technology into the customer workflow, developing and recommending solutions.
- Works collaboratively across the business with the global FAS team, and with technical, sales and marketing teams to ensure high customer satisfaction.
- Presents technical and product information at conferences and during customer field visits.
- Presents technical updates to colleagues and contributes to department meetings.
- Makes recommendations for future process improvements, and implements those actions accordingly. Identifies new applications for MaxCyte technology.
- Accurately records pertinent information from customer interactions and follows up to ensure customer satisfaction.
- 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, molecular biology, biochemistry or related field.
- Recent hands-on experience in mammalian cell culture essential.
- At least 3 years' experience in gene editing, cellular therapy and immunology, or in protein production and drug discovery process development.
- Working knowledge in primary cell culture and genome-editing such as CRISPR/Cas9 a distinct advantage.
- Experience in large scale cell culture and/or high throughput cell-based screening would be beneficial
- Experience in a customer facing role preferred.
- Robust trouble shooting skills.
- 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 Southeast US.**
- *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. Please reference **FAS Southeast US** in the subject line.