



Technical Support Engineer

About MaxCyte:

MaxCyte is a leading commercial cell-engineering company focused on providing enabling platform technologies to advance innovative cell-based research as well as next-generation cell therapeutic discovery, development, and commercialization. Over the past 20 years, we have developed and commercialized our proprietary Flow Electroporation® platform, which facilitates complex engineering of a wide variety of cells. Our ExPERT™ platform, which is based on our Flow Electroporation technology, has been designed to support the rapidly expanding cell therapy market and can be utilized across the continuum of the high-growth cell therapy sector, from discovery and development through commercialization of next-generation, cell-based medicines. The ExPERT family of products includes: four instruments, the ATx™, STx™, GTx™, and VLx™; a portfolio of proprietary related processing assemblies or disposables; and software protocols, all supported by a robust worldwide intellectual property portfolio.

Job Summary:

The Technical Support Engineer provides operational support related to field/customer issues, e.g., Instrument field issues, Process Assembly (PA) field issues, customer technical questions, field troubleshooting, field upgrades, and technical maintenance of instrumentation and software. Compiles field data for quarterly and management review and recommends and/or drives corrective action and implementation.

Job Responsibilities:

- Logs internal and external customer issues into Salesforce. Responds to customers in a timely manner with corrective action, and/or uniform answer to their questions.
- Provides training, technical support, and application customization at customer and/or partner sites or on-site (MaxCyte) or virtually if needed.
- Interacts with external collaborators and/or customers from time-to-time and may need to travel.
- Participates in the review of the installation (IOQ), calibration, batch record documentation for accuracy and completeness.

- Provides technical support to facilitate quality investigations, root cause analysis, reproducing customer issues and corrective action/preventive action (CAPA) implementation.
- Initiates engineering change requests as functional change owner and oversees the execution and implementation of proposed changes.
- Supports internal and external audits and quality system certification.
- Provides operational support and monitors product performance and recommends process improvements utilizing LEAN Six Sigma principles.
- Supports ongoing product enhancement activities.
- Assists with other design and/or development activities.
- Manages Service Cloud application in Salesforce. Responsible for deploying enhanced Service Cloud modules and training personnel throughout the company.
- Conducts all activities in compliance with Standard Operating Procedures and Manufacturing Batch Records outlined in MaxCyte's Quality Management System.
- Complies with all applicable policies regarding health, safety, and environmental policies.
- Other responsibilities as assigned.

Job Qualifications:

- B.S. / M.S. in Mechanical, Instrumentation, Biomedical or Electrical Engineering or other related discipline with at least 2-5 years of hands-on assembly and testing of instrumentation systems specific to medical devices and/or laboratory equipment; or 10+ years of relevant work experience.
- Prior experience with software development / programming for customization of user interface is desirable.
- Prior experience working with customers, Sales, and technical field teams.
- Demonstrated computer skills; experience using MS Office [Word, Excel, PowerPoint].
- Able to troubleshoot mechanical and electrical components.
- Customer oriented. Resolves customer problems and issues through technical expertise and troubleshooting.
- Familiarity with manufacturing processes and design controls.

- Working knowledge of Salesforce, QSR, GMP, and ISO requirements.
- Team-oriented individual with strong verbal, written and interpersonal skills.
- Has a “do what it takes” attitude to meet customer deadlines.
- Approximately 10% travel.

MaxCyte, Inc. is an equal opportunity employer. To apply, please send your resume and cover letter to careers@maxcyte.com. Please reference **Technical Support Engineer** in the subject line.