



Example of Field Application Specialist Job Description

Powered by www.VelvetJobs.com

Our innovative and growing company is hiring for a field application specialist. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for field application specialist

- The position requires extensive travel---up to 70% of the time, sometimes on short notice
- Provide pre and post sales technical support to customers and sales teams on reagents and cell therapy workflows
- Design and develop initial protocols for customers moving from open to closed systems, or scaling their processes, and where possible perform proof of concept runs
- Ensure exhaustive reporting of all on-field activities and customer contacts on SFDC
- Collaborate with regional and global FAS team to deliver support to global customers
- Developing and maintaining relationships with the regional commercial and marketing teams, the global product managers and R&D organizations
- Designing, developing and delivering training courses, theoretical practical, in the field of cell therapy
- Collect customer and market feedback from the field and channel it to internal team and relevant departments
- Collaborate with colleagues from the wider life sciences team to identify and develop complete solutions for customers
- Provide application customer support both on-site and on the phone, to ensure maximal instrumentation uptime and customer satisfaction by troubleshooting and fixing application issues, reporting all the activities into existing informatics tools and developing and implementing specific action

Qualifications for field application specialist

- Strong customer service skills with a focus on solutions-oriented and consultative sales
- Accountable for the Fermentation Technologies (FRT) business in their defined territory
- Organize and set up beta test sites and demos for FRT products
- Provide technical support to existing FRT customers
- Support business partners with FRT product portfolio, to include spare parts requests, delivery and installations logistics, custom projects, and resolving technical questions during order execution
- Master's degree in molecular biology, biochemistry or related field