

Field Applications Scientist, Genomics - Nordics based in Denmark

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Company: Oxford Nanopore Technologies

Location: Denmark

Category: life-physical-and-social-science

Oxford Nanopore Technologies is headquartered at the Oxford Science Park outside Oxford, UK, with satellite offices and a commercial presence in many global locations across the US, APAC and Europe.

Oxford Nanopore employs from multiple subject areas including nanopore science, molecular biology and applications, informatics, engineering, electronics, manufacturing and commercialisation. The management team, led by CEO Dr Gordon Sanghera, has a track record of delivering pioneering technologies to the market.

Oxford Nanopore's sequencing platform is the only technology that offers real-time analysis, in fully scalable formats from pocket to population scale, that can analyse native DNA or RNA and sequence any length of fragment to achieve short to ultra-long read lengths. Our goal is to enable the analysis of any living thing, by anyone, anywhere!

Field Applications Scientist, Genomics (Nordics)

We are looking for a highly motivated and driven individual to join the Technical Services team as a Field Applications Scientist covering the Nordics, based in Denmark. This role will suit someone with a strong genomics background, commercial experience and a dedication to customer success.

THE DETAILS...

This exciting and challenging role involves working within a cross-functional team to provide high-quality technical expertise and representation for ONT. You will work to strengthen the company's relationship with customers to ensure the effective application of our products to their research and be involved in bringing awareness of ONT to new customers.

You will assist customers in experimental design, product installation, use of wet and dry lab products, data analysis, and workflow implementation and validation, in collaboration with other internal and customer-facing teams. You will work closely with the regional sales team to communicate with new and established customers to enhance their experience and their reach with ONT.

Duties include, but are not limited to....

Providing front-line applications support to customers on all aspects of the nanopore sequencing workflow for example, sample prep and sequencing

Providing high quality technical expertise to customers

Learning and implementing new methods of identifying customer concerns alongside opportunities, uncovering their needs and recommending and establishing working solutions

Coordinating and delivering trainings at customer sites; attending conferences and Nanopore Days

Working with the regional Technical Applications and Sales teams to provide support to strategic customer accounts

Supporting the onboarding, certification and maintenance of Service Provider Accounts

Recording and documenting all relevant information from customers and prospective customers into the CRM

Onboarding and mentoring junior members of the team

Frequent travel (up to ~70%) as part of this role

We'll expect you to have....

A PhD degree in a relevant field like Molecular Biology, Genetics, Life Sciences etc.

A background of lab experience with knowledge and understanding of genetics, molecular biology, cell biology and related fields.

In addition, theoretical knowledge and experience of novel experimental design, sample preparation methodologies, data analysis and biological phenomena interpretation

Experience in a customer-facing role within life sciences, ideally with previous experience

in a field support role

Knowledge and experience on NGS platforms along with experience in presenting to, teaching or training others

Technical competency to understand and clearly discuss fundamental theory and principles of experimental design, techniques and results; to stay current in technical knowledge

Proficiency with data visualisation and analysis techniques is desirable but not essential

An approachable manner that encourages interaction with others and a strong commitment to customer satisfaction

You will be able to effectively manage different priorities, work independently and contribute to the broader regional and technical teams

We offer outstanding benefits to include an attractive bonus, generous pension contributions, private healthcare, and an excellent starting salary. Headquarters are based within beautiful, landscaped surroundings with tree-lined walks, water features and a lake, all of which make for a wonderful working environment.

If you are looking to utilise your skills to really make a difference to humankind, then consider joining our team and apply today!

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