

Job N029: Field Service Engineer

Newomics Inc., a venture-backed and NIH-funded commercial-stage biotechnology company in the San Francisco Bay Area, develops and commercializes enabling platforms and solutions for precision medicine. Newomics has unique infrastructure and resources to make major contributions to personalized healthcare. For more information, visit www.newomics.com.

Newomics has an immediate opening for a full-time Field Service Engineer position. Outstanding candidates will be considered at the Senior Engineer level. Newomics will provide a comprehensive compensation package including salary, equity, and benefits such as PTO, medical/dental/vision and 401(k) plan.

The field service engineer will provide technical support for Newomics products to customers. Current customers include a wide range of biopharma companies and research institutions.

Responsibilities

- Perform installation and training of Newomics products at customer sites (may require 50% travel in certain months)
- Perform in-house demonstration to potential customers
- Provide technical support and troubleshooting guides to customers
- Work with Manufacturing and Sales & Marketing teams to review feedback from customers and determine source and scope of problems
- Participate in developing applications, generating application notes, writing papers, and presenting at tradeshow and scientific conferences
- Work with other scientists and engineers to develop new products

Qualifications

- A MS or PhD degree in Analytical Chemistry, Bioengineering or a related field
- Minimum of 3+ years of experience in life sciences or semiconductor industry
- Proven experience in liquid chromatography and mass spectrometry instrumentation
- Proven experience in handling electronics and operating sophisticated instruments
- Proven troubleshooting ability to diagnose and resolve problems of hardware and software on sophisticated instruments
- Demonstrated experience in developing strong customer relationships
- Demonstrated abilities in documentation and record keeping
- Must be able to travel domestically and internationally
- Highly motivated, a team player, a quick learner, and a problem solver
- Excellent oral and written communication skills
- Ability to work in a fast-paced startup environment
- Eligibility to work in the United States

To apply

Please send a cover letter, a resume, and contact information for three references, to jobs@newomics.com.