



Job Title: Field Applications Specialist

Job Summary: The Field Applications Specialist (FAS) is a multifunctional role reporting to the Manager of Technical Support. The position will support DYNEX automated ELISA and Multiplexing instrumentation and associated software by providing technical support onsite, via telephone, e-mail, as well as providing training classes for customers, distributors and DYNEX personnel. While multidisciplinary in nature, the focus of this role will be the success of customers running their applications on DYNEX products.

Essential Functions:

This position will train to become the expert in the operations of DYNEX automated ELISA and Multiplexing processing systems.

Perform field system installations and on-site operator training for all DYNEX products.

Provide technical applications solutions for Dynex automation products in the field and successfully implement them.

Support the help desk by providing technical and applications support and troubleshooting over the telephone and via e-mail for all products.

Follow-up technical assistance to ensure customer satisfaction with solutions to problems and complete all required follow-up documentation.

Assist in the development of training curriculum; perform product demonstrations in-house and in the field as required.

Work with customers/field service engineers/distributors and site administrators to meet testing reporting requirements.

Document customer complaints and records according to QA procedures.

Collaborate with R&D for debugging software and hardware solutions for Dynex Products.

Serve as product expert and customer advocate on cross-functional product development teams. As directed by Manager, work with Engineering, QC and other departments to assist in performing/coordinating complaint investigations.

Prepare site visit reports and update SOPs. Create and edit engineer support material, training documents, operator's manuals and Technical Bulletins as required.

Support marketing and sales objectives as new marketing/sales opportunities arise (i.e., surveys, etc.).

Deliver presentations and product demonstrations at instrumentation conferences, trade shows, as required.

Maintain customer/client databases.

Perform other duties as assigned.

Supervisory Responsibilities: None.

Success Factors:

Excellent written, verbal and communication skills; strong interpersonal skills, and an impressive in person demeanor.

Highly organized, adaptable, with a sense of urgency and ability to manage multiple priorities. Ability to meet deadlines while maintaining composure and professionalism.

Build strong relationships with all internal and field associates.

Ability to work independently with little direction; dependable.

Minimum Qualifications / Education:

Experience with ELISA and Multiplexing Technology in an R&D and/or Clinical lab environment is essential.



Broad knowledge and technical expertise troubleshooting Immunology/Biochemistry applications related to clinical diagnostics or laboratory research setting.

Previous experience working with automated lab analyzers, lab equipment, and working with Immunoassays (such as ELISA, Multiplexing assays) is preferred.

Previous experience providing technical customer support or 2 to 4 years in a clinical lab setting is highly desirable.

The individual must possess excellent written and verbal communication skills.

Education: Bachelor's degree in Biology, Biochemistry, Chemistry, Biomedical Engineering Biotechnology, or other related field required; Master's degree desirable.

Computer Skills:

Proficient in use of Microsoft Office software, advanced ability in Excel.

CRM documentation experience i.e., Salesforce or similar systems.

Work Environment:

National and some global travel up to 75% of the time with occasional short notice (as little as 48 hours).

Usual laboratory conditions, with one degree added for contacts with chemicals and biologicals.

Physical Requirements: Must be able to meet National Institute for Occupational Safety & Health (NIOSH) Standards.

DYNEX Technologies, Inc. is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, including sexual orientation and gender identity, national origin, disability, protected Veteran status, or any other characteristic protected by applicable federal, state, or local law. DYNEX Technologies provides medical, dental, life and disability insurance, Section 125, 401(k), flexible schedules, educational assistance and a great work environment!

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<https://recruiting.paylocity.com/recruiting/jobs/All/c7607535-18ba-4fab-b961-c2f9d9661fef/Dynex-Technologies>

If a disability prevents you from applying via the URL provided above, please email your resume and cover letter to hr@dynex.com.

Visit our website www.dynextechnologies.com.