

## Field Application Scientist

Full Time – Bozeman, MT

For over twenty years, Golden Helix has been a global leader in genetic analytics software focused on precision medicine. We're known for developing high-end bioinformatic software to enable and empower genetic research and translational genomics community.

We pride ourselves on not only our ability to produce top-notch software, but also provide effective training and support for our customers all over the world. We are looking to add on to our Field Application Scientist team to support our ever-expanding customer base. An ideal candidate would be a sharp, analytical extrovert with profound presentation and teaching capability to provide product technical support, as well as deliver pre-sale software demonstrations and post-sale training to prospects and customers around the world.

The Field Application Scientist (FAS) is a dynamic position which serves as a member of our Support Team where customer interaction is handled via email, telephone and/or webinar. The FAS will act as a scientific sales resource via pre-sales demonstrations of GHI software products, customer training, and content generation for marketing. In addition to providing demos to potential customers, this position is also the baseline support with training new and old customers, troubleshooting clinical/research workflow issues, and documenting software operating issues.

### Duties

The essential duties in this role:

- Confidently present Golden Helix software value proposition on both general and technical levels.
- Provide customer training for licensed users and customers under evaluation.
- Provide technical product support for customers and capture all incoming cases/requests for support.
- Document common issues customers have with the software and write FAQ documents, tutorials, and customer support blog posts.
- Frequently generate and present content in forms of blog posts and webcasts showcasing software capabilities.
- Present small-scale demos at pre-determined conferences within the US.

The qualifications for this role include:

- Bachelor's degree in any relevant biological/genetics/biochemistry fields
- Background in statistics/math is preferred but not required.
- Strong attention to detail, organization, and persistence required.
- Strong oral and written communication skills. Must read, write and speak fluent English.
- Solid customer service skills and a desire to work closely with customers via email, phone and webinar. Approximately 35% of your time will be spent on the phone or webinar.
- Ability to juggle multiple priorities, demands, and must be able to maintain composure and professionalism when frequently interrupted.
- Tech savvy and proficiency in MS Office products, with strong desire to learn CRM and other case ticket capture software.
- Availability for occasional travel.

This is a Full Time position located in our Bozeman, MT office (no relocation offered), with a generous benefits package including paid time off, paid holidays, health insurance, and 401(k).

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## Contact Information

If you are interested in this challenging and rewarding position with a fun and exciting company, please send your resume to [personnel@goldenhelix.com](mailto:personnel@goldenhelix.com). No cover letters please – just tell us in your email about a time when you taught someone how to use a computer program or app. Who did you teach, what was the program/app, how did you teach, etc.?

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