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 potentially with bioinformatic experience and profound knowledge of command-line pipelines across multiple operating systems and programming languages. As genomic data scales up, many of our users seek to run our software in the strongest computational environments. As such, this position requires the need for the FAS to being comfortable with custom scripting and sophisticated installations of our tools in both offline local environments and cloud-based configurations.

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 and support representative to not only setup initial installation, but also handle ongoing case resolution. Moreover, this position will also require thorough documentation and management of software quality improvement in direct link with the product development team. In addition to providing large scale product installations, custom pipelines and product testing, this role will also require the generation of marketing content in the form of blogs or potential webinars relevant to our user's workflows.

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.
- Need for developing custom scripts tailored for common and edge-case bioinformatic pipelines.
- Troubleshoot installation of products in cloud and on-premise servers remotely via webinar.
- 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 potential webcasts

The qualifications for this role include:
- Bachelor's degree in any relevant biological/genetics/biochemistry or computer science degree with experience in computational biology or bioinformatics.
- Experience in systems engineering.
- Understanding of network infrastructure in local or cloud-based environments: virtual machines, VPNs, proxy settings, and firewalls.
- Comfortable with custom scripting in Python, JavaScript, Bash, possibly C or C++.
- 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.
- 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).

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. 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.?