

Job Title: Product Support Engineer
Job Code: TSM21-01
Reports to: Vice President of Engineering and Operations
Location: Burlington, MA / remote work possible



-- NO AGENCIES PLEASE --

Summary:

RedShift BioAnalytics is seeking a talented engineer to become a Product Support Engineer (PSE) for our revolutionary protein structure analyzer the AQS3pro. The ideal candidate will be fluent in optics, fluidics, and electronics as well as be familiar with biopharmaceutical customer needs. In this role the PSE will become an expert in the operation, troubleshooting, and maintenance of our product and become the main point of contact to support manufacturing, field service, applications scientists, and sales. The PSE will be able to analyze field and manufacturing data to recommend troubleshooting procedures and/or product improvements. Additionally, the PSE will be responsible for supporting and training international distributors, new hires, and customers. The role will require some amount of domestic and international travel. The ideal candidate will exhibit exemplary written and verbal communications and be capable of competently representing our company in front of customers.

Duties:

Duties include, but are not limited to:

- Become an expert in the operation, troubleshooting, and maintenance of our flagship product the AQS3 pro.
- Training of field service engineers (domestic and international) through onsite classes and online webinars
- Development of field service procedures and training materials
- Interface with manufacturing engineering and support troubleshooting of systems issues
- Analyze manufacturing and installation data to recommend product improvements
- Travel to customers to perform installation, maintenance, and field service as needed.
- Assist with technical troubleshooting of customer issues including analyzing logs and data
- Maintain close relationship with the design engineering team to share customer feedback and be current on the latest hardware/software development
- Work with product management to curate and prioritize sustaining engineering tasks

Minimum Required Skills/Experience:

- Possess a bachelor's degree or equivalent in a technical discipline.
- Experience in the design/support of at least one of the following: optics, lasers, fluidics, electronics
- Be able to travel domestically and internationally, including driving to regional customer locations when needed. Travel will be approximately 25% on average.
- Be able to communicate in a clear, concise, logical manner both verbally and written.

- Be self-motivated to work independently but adaptable to work as part of a team.
- Can read electrical and mechanical drawings
- Can use standard tools such as Python or Matlab to analyze data sets
- Perform total system level troubleshooting on complex multi-symptom problems.
- Possess strong customer support skills.
- Communicate clearly with end-users and department managers on equipment status; maintain customer satisfaction.
- Must be physically able to lift at least 20lbs, safely use common hand tools, and safely work with air lines, plumbing, and electrical devices.

About RedShift BioAnalytics:

RedShift BioAnalytics is developing powerful new analytical tools for the R&D, life science and biopharmaceutical markets. Our measurement solutions combine tunable lasers, microfluidics, and automation technologies to achieve revolutionary improvements in performance and analytical capabilities. At RedShift, we provide customers with solutions that accelerate product discovery, development and manufacturing while enabling dramatic improvements in performance, efficiency and cost.

We have developed major partnerships with industry leaders, attracted top talent to our executive and advisory teams, and received strategic and venture funding to support our product introductions and continue to build our team. Our team members are innovators who push beyond the status quo to create one of the most promising technology start-ups in the Boston area.

This position is open for immediate hire. The company provides very competitive salaries as well as a full benefit plan including medical, dental and 401(k) savings.

To apply, please send a cover letter and resume referencing the job title to:
careers@Redshiftbio.com

WE ARE AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

RedShift BioAnalytics affords equal employment opportunity to all qualified persons regardless of race, color, religious creed, national origin, age, military status, sexual orientation, disability, genetic information, gender identity, gender expression or gender unless based upon a bona fide occupational qualification. Please view Equal Employment Opportunity Posters provided by OFCCP [here](#).

