

Field Application Scientist

Full Time – Bozeman, MT

Golden Helix is a leader in genetic software tools and services. We're known for developing high-end genetic analytics software to enable and empower the genetics research and translational genomics community.

We are looking for a sharp, analytical extrovert to test our software and provide product technical support, as well as deliver pre-sale software demonstrations and post-sale training to prospects and customers around the world (all via email, phone and webinar). If you have customer service skills, a technical mindset, are eager to learn about genetics, and want to work at a company where you'll have a major impact, this could be the right career for you.

The Field Application Scientist (FAS) is a dynamic position that will serve as a member of our legendary Support Team to answer inbound technical support questions via email, telephone and/or webinar. The FAS will work closely with Product Development staff to curate data from various online resources for use in Golden Helix software programs and assist with testing Golden Helix software. Additionally, the FAS will act as a scientific sales resource via pre-sales demonstrations of GHI software products, customer training, and content generation for marketing. You may also curate online databases for inclusion in our software, and generate content for marketing, including blogs and e-news articles.

Duties

The essential duties in this role:

- Provide technical product support and training for customers, employees, and prospects on an as needed basis via phone and webinar. May include occasional travel to conferences.
- Monitor the inbound support email and telephone lines to provide response to inbound-technical support questions for customers, prospects and employees via email, telephone and/or webinar. Elevate support requests to senior staff and consultants as needed.
- Document common issues customers have with the software and write FAQ documents, tutorials, and customer support blog posts.
- Test GHI software to eliminate bugs and ensure a robust and stable product and assist with technical software documentation.
- Assist with testing and documentation scripts for Golden Helix software products using Python, SciPy, NumPy, R and other related languages.
- Assist with execution of services deliveries.
- Data Curation

The qualifications for this role include:

- A Bachelors in Math, Statistics, Biology or other scientific field is preferred;
 - OR a Bachelors in any field combined with relevant work experience with the ability to learn math and science. The ability and attitude are more important than the paperwork!
 - Must be able and willing to learn statistics and genetics domain knowledge. Previous experience with biology/genetics preferred, but not required. We'll teach you!
 - 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.
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- Ability to juggle multiple priorities and demands, and must be able to maintain composure and professionalism when frequently interrupted.
- Tech savvy and proficiency in MS Excel and other MS Office products.
- Rare overnight travel required.

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.?