Job Title: FAS  
Reports To: Jacki Gabriel, Sr. Manager, Field Application Scientists  
Position Location: US Remote - includes Kansas, Montana, Arkansas, Texas, Louisiana, Mississippi

Position Objective:

Provide technical and applications support and training to ensure customer success with Thermo Fisher Scientific Forensic Human Identification products, services and workflows. FORENSIC LAB EXPERIENCE REQUIRED (PUBLIC OR PRIVATE).

**Responsibilities:**

· Provide technical knowledge and support for Forensic Human Identification applications and products

· Work closely with customers on a range of activities, via in-person visits, phone and email communications. As needed, conduct experiments and lab bench work, data review and customer presentations, instruct product demonstrations and technical classes, conference workshops, etc. with minimal direction from Sr. Field and Validation Application Scientists.

· Troubleshoot issues related to the forensic science workflow, assays, software and/or instrumentation. Interprets customer needs and identifies a resolution pathway that address the specialized needs of the forensic customer and may include gathering support or inputs from sales, manufacturing/QC, R&D, or other internal functions.

· Work alongside Sales Account Managers to provide technical and applications assistance.

· Perform independent product demonstrations and trainings in the field.

· Deliver installation and advanced forensic application and product training across the entire forensic human identification workflow. And represent Human Identification products and services at Scientific Forums.

· Provide technical support for Validation Professional Services activities, conducting wet laboratory work, data analysis and product training.

· Provide feedback to Marketing and Product Development teams to help improve products and processes.

· Develop and improve processes that support our mission of building a world-class customer support organization.

**Required Background:**

· A minimum of 3 years of Forensic Science experience working in a casework and/or databasing laboratory.

· Bachelor’s degree in a major branch of Science is required. Knowledge and skills normally acquired through completion of a (B.A. /B.S.) in Biology, Molecular Biology, Microbiology or Biochemistry.

· Demonstrated proficiency in using Thermo Fisher Scientific Human Identification (HID) assays, instrumentation and software.

· Demonstrated superior problem solving and interpersonal skills.

· Demonstrated written and verbal communication skills. including training and presentation skills.

· Clear vision of and commitment to providing outstanding customer service.

· Ability to respond quickly to changing needs and adapt as necessary to meet new challenges.

· Strong influencing skills able to motivate, drive, steer and convince others at all levels of the organization.

· Takes ownership and accountability to achieve the proper team output.

**Working Conditions:**

· valid Driver’s License required.

· Travel (Up to 80%)