



Title: Field Scientist

Reports to: Julie French

Location: Remote, in North America

Date: September 18, 2024

Overview

The Field Scientist is pivotal in providing comprehensive scientific support for ANDE's sales efforts and maintaining respected customer relationships. This role involves demonstrating the ANDE System, addressing technical inquiries, and offering expert guidance on DNA processing and forensic and human remains sample collection and processing. This role is specifically focusing on accounts in Latin America and proficiency in written and spoken Spanish is required for effective communication with clients in this region.

Key Responsibilities:

- **Scientific Customer Support:** Provide scientific and technical assistance to end-users, partners, and stakeholders. Offer both remote and onsite support for inquiries related to sample triage and selection, collection and pre-processing, instrument operation, and data review and analysis. Travel to customer sites to demonstrate techniques and deliver scientific support. Address customer inquiries by gathering relevant information for troubleshooting and collaborating with field service engineers to resolve issues.
- **Sales Demonstrations:** Showcase the functionality of the ANDE Rapid DNA System using a diverse range of sample types. Deliver educational presentations at trade shows, conferences, and speaking engagements.
- **Training Delivery:** Conduct in-person and virtual training sessions for end-users, internal and external stakeholders, and alliance/channel partners.
- **Product Evaluation and Validations:** Support end-users with product evaluation testing, validations, and preparation for accreditations and certifications. Provide scientific guidance on study design, sample size, execution, and data analysis.
- **End-user Sales:** Engage in technical and education-based upselling and cross-selling of additional systems, chips, training sessions, validations, and other



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products. Issue quotations and maintain accurate records in customer management platforms.

- **Cross-Departmental Collaboration:** Collaborate with sales, operations, and marketing teams to provide scientific and technical support.
- **Status Tracking and Updates:** Use standardized ticketing systems to monitor customer issues, ensuring timely updates on open support requests. Conduct review of DNA data generated and summarize the data.
- **Basic Maintenance/Repair:** Perform basic maintenance and repairs on systems in the field as needed.

Qualifications:

Education/Experience:

- Bachelor's or advanced degree in biology, chemistry, forensic science, or a related field.
- Minimum of 5 years laboratory experience, ideally in a forensic DNA laboratory.

Experience and Skills:

- Exceptional written and verbal communication skills in English and Spanish.
- Strong public speaking abilities.
- Laboratory experience, ideally in a forensic DNA laboratory.
- Proficiency in collecting forensic samples from crime scenes.
- Technical expertise in product applications, collaborating with sales teams to offer practical solutions.
- Ability to foster positive customer relationships and provide scientifically sound answers to technical queries.
- Skill in explaining complex scientific concepts to diverse audiences.
- Experience training customers of varying expertise levels.
- General knowledge of laboratory health and safety protocols and personal protective equipment.
- Basic understanding of laboratory Quality Assurance programs.



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Additional Requirements:

- Ability to obtain and maintain CJIS security clearance; prior US government security clearances preferred.
- Strong technical aptitude and a commitment to continuous learning and professional development.
- Excellent teamwork and collaboration abilities, building consensus among stakeholders.
- Proficiency in Microsoft office products
- Natural problem solver with tenacity and collaborative negotiation skills, demonstrating strong resolve in challenging situations.
- High degree of customer service orientation, ensuring client satisfaction and trust.
- Willingness to travel up to 50%, both domestically and internationally, while managing responsibilities independently from remote locations
- Experience in a United States Public Government Forensic Laboratory is advantageous but not mandatory.