

Position: Field Service Engineer (Bay Area, CA)

About us: We are a team of engineers, researchers, and physicians transforming the understanding of disease through Multiplexed Ion Beam Imaging (MIBI), a next generation imaging platform. Compared to existing technology, we offer a huge increase in simultaneous targets as well as high resolution and 3D imaging. Researchers and clinicians can use MIBI to provide new insights into a wide variety of biomedical applications including oncology, immunology and neuroscience. From a technical point of view MIBI is exciting because it involves biology, vacuum, high voltage, ion beams, time of flight mass spectrometry, signal processing, imaging, and motion control. Additionally, as an early-stage company your input on design for serviceability will be important and can be designed in quickly.

About you: You are a seasoned service engineer with experience servicing complex analytical instruments. You enjoy troubleshooting, solving problems and delving deep to understand the root of an issue. You maintain a professional demeanor when interacting with customers and colleagues and understand the importance of being the face of the company to our customers. You are open to working outside of regular business hours and understand the flexibility required in providing on-site customer support.

Duties:

- Provide onsite and remote customer support including instrument installations, maintenance, validation and repairs of the MIBIScope
- Maintain accurate and complete reporting of onsite service activities and customer support in CRM database
- Train customers on instrument usage and best practices and ensure customer is effectively able to acquire good data from the MIBIScope
- Review SOPs and manuals to suggest improvements and properly escalate hardware and software issues to engineering team
- Help manage remote spare parts inventory

Requirements:

- B.S. engineering, applied physics, or similar
- 5+ years recent experience as FSE
- 3+ years hands-on experience TOF-MS systems or ion beam systems
- Ability to understand electronic and mechanical assembly schematics
- Proficiency in electronics test equipment (e.g. oscilloscope and multimeter)
- Strong mechanical aptitude
- Customer service skills as well as strong interpersonal communication skills
- Self motivated and eager to work in a dynamic startup environment
- Occasionally may need to lift and/or move up to 40 pounds
- This position will involve up to 75% travel, and requires a valid driver's license
- Needs to reside in San Francisco Bay Area

Ionpath is a venture-backed commercial stage startup. Read more about MIBI, a technology developed at Stanford University, here: <https://www.ncbi.nlm.nih.gov/pubmed/24584119>.

For more information or to apply, please contact hire@ionpath.com