

Why is one person more likely to develop a disease—like cancer, diabetes or Parkinson’s—than someone else? Why would one person respond differently to treatment than another? Illumina’s technologies are helping researchers around the world to answer these questions and others, on a scale not even possible a few years ago.

Illumina is the only life sciences company developing genome-wide technologies for genotyping, gene expression and sequencing—the three cornerstones of modern genetic analysis. By enabling studies of thousands of patient samples at once, our products set genetic discovery on fast forward. And we’re just getting started.

**Field Applications Scientist –
7 Jobs**

Job Number 1052: Missouri / Iowa / Nebraska

Job Number 1059: Connecticut and Rhode Island

Job number 1332: Vancouver and Seattle

Job Number 1412: Boston

Job Number 1471: Southeast

Job Number 1057: San Francisco

Job Number 1244: Salt Lake City

The Field Applications Scientist is the primary technical field contact for Illumina customers. The Applications Scientist is responsible for all new installations, all customer trainings, and for providing data analysis, logistical, and troubleshooting support in their territory. The primary goals are to ensure maximum utilization of Illumina systems to drive revenues and sustain customer retention.

Job duties include but are not limited to:

- Coordinating new installations, including facility inspections, instrument validation, and customer training
- Troubleshooting issues related to user's technical skills, biochemistry/assay design, experimental design, software and instruments
- Developing and maintaining positive relationships with customers in assigned territory
- Helping to maintain and increase product usage, and supporting sales efforts through technical presentations and demonstrations
- Acting as a key contributor of customer feedback to marketing and product development teams.
- Developing and improving key company processes that support our mission of building a world-class customer support organization.

Qualifications:

- Ph.D. in Chemistry, Biochemistry, Molecular Biology or Genetics required, OR M.S. + 3 years experience
- 3-5 years biotech experience preferred
- Must be willing to travel up to 50%
- Prior field experience supporting customers using in one or more of the following areas: genotyping, gene expression, high-throughput sequencing
- Demonstrated understanding of commonly-used data analysis software applications preferred

- Demonstrated experience with instrumentation such as liquid handling robotics and optical scanners preferred
- Outstanding problem solving and interpersonal skills
- Demonstrated written and verbal communication and training skills
- Clear vision of and commitment to providing outstanding customer service

When you join the high-performing team at Illumina, your work takes on new meaning—to an exponential degree. Our growth, our positive culture, and the impact our products are having in the world ignite a passion that drives our people forward. And together, we accomplish beyond expectations.

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