

# Technical Application Scientist – North America

Are you looking for an exciting job opportunity within the fast-growing field of modern biological sciences? Are you looking for a new career path and would like to make a difference in an innovative and agile organization?

This is a great opportunity for an individual with a background in immunology and experience with single-cell sequencing technologies joining a Denmark-based globally active biotechnology company as a Technical Application Scientist.

We are a fast-growing company providing solutions for immune monitoring within basic science, immunotherapy, transplantation, infectious disease, and autoimmunity. Based on our proprietary technology, we develop and market research reagents and diagnostic assays enabling researchers, drug developers, and clinicians to measure disease-specific immune responses.

## Job Brief

You will join a customer-focused, dynamic, US-based commercial team of talented professionals. In your role as Technical Application Scientist, you will be at the interface of sales, marketing, and R&D, and collaborating directly with customers to design, optimize, and troubleshoot their experiments. To be successful in this role, you must have strong technical knowledge within immunology or single-cell genomics with credibility to effectively consult on solutions, products, and technologies with key opinion leaders. You will have the opportunity to become a subject matter expert in the application of immune monitoring technologies while supporting our growing customer base in North America. You will report to the Chief Commercial Officer.

Location: Near any major international airport in the USA (fully remote position).

## Responsibilities

- Work proactively to support the North American customer base by:
  - Becoming a technical and scientific expert in cellular immune monitoring platforms including single-cell technologies.
  - Responding to customer enquiries for technical and scientific support.
  - Perform visits to and virtual calls with customers to establish optimal solutions for their technical challenges and applications of Immudex products in close collaboration with the sales team.
  - Conducting technical presentations for customers and key opinion leaders as well as at workshops/seminars primarily in your region in support of the Immudex product portfolio.
  - Assist with training of the sales team.
- In collaboration with the Denmark-based technical support team:
  - Troubleshoot and resolve customer cases.

- Compose monthly reports identifying product trends, potential improvements in content to improve the customer experience, and generating ideas for future products and assays based on the customer experience.
- Provide feedback and input on marketing activities.
- In collaboration with the Denmark-based technical support team, marketing team, product managers, and R&D:
  - Develop sales tools.
  - Update and develop new content for the website.
  - Virtual and occasional hands-on training with reagents and protocols.
  - Create guides for assay design and data analysis.
  - Devise and execute effective technical solutions to customer challenges.
- Maintain an understanding of current immune monitoring and competitive technologies and their relevance to immune-oncology, immunotherapy vaccines, and other immune-related diseases.
- Participate in conferences and trade shows including booth set up/break down and discussions with customers.

## Qualifications

- The ideal candidate will have a PhD or master's degree in immunology with hands-on experience with immune monitoring technologies (i.e., plate-based assays, flow cytometry, sequencing, and single-cell sequencing) and data analysis tools (i.e., FlowJo, R/python, CellRanger).
- Alternatively, a PhD or master's degree in the life sciences with experience in single cell genomics and/or immunology.
- Strong interpersonal skills with aptitude for building relationships with professionals of all organizational levels.
- Excellent written and oral communication skills including the ability to give outstanding presentations.
- Problem-solving attitude and motivation to provide solutions based on customer needs.
- Authentic and enthusiastic with a genuine interest in customer satisfaction.
- Self-motivated and capable of working independently, remotely, and in a time-efficient manner.
- Ability to work in a multidisciplinary environment.
- Based near a major international airport, possession of a valid driver's license, and able to work from home and perform up to 50% travel.
- Proficient in MS Office; familiarity with Salesforce-CRM.

Travel to/from the company headquarters in Copenhagen 2-3 times annually will be necessary.

## We Offer

We offer a great job with development opportunities in a highly motivating, professional, multicultural, and international environment. You will get the opportunity to expand your knowledge in an exciting biological scientific field and work with key researchers. Being part of

a small biotech company provides insights into every part of the company, quickly accelerating your knowledge of how different branches work together and allowing greater access to collaborate with all departments.

### **Application**

Please apply to this position as soon as possible to [hmp@immudex.com](mailto:hmp@immudex.com) as we will process applications on an ongoing basis. For more information about the position, please contact Henrik M. Pfundheller, Chief Commercial Officer, at [hmp@immudex.com](mailto:hmp@immudex.com).

### **About Immudex**

Based in Copenhagen, Denmark, with North American operations based in Fairfax, Virginia, Immudex manufactures MHC Dextramer® for the detection of antigen-specific T cells. Under an agreement with the US Cancer Immunotherapy Consortium (CIC) and the European Cancer Immunotherapy Consortium (CIMT), Immudex also provides MHC Multimer and Elispot proficiency panel services worldwide.

Immudex' MHC Dextramer products are utilized for the quantification or sorting of antigen-specific T cells in life science research, in vitro diagnostics, as well as the development of immunotherapeutics and vaccines. The primary focus is research-use-only products for the immune monitoring of immunotherapy development and monitoring of CMV cellular immunity in transplant and other immune-deficient patients. In Europe, the CE marked Dextramer CMV Kit is approved for in vitro diagnostic use for the quantification of CMV-specific T cells. USA FDA 510(k) clearance for the CMV kit was granted March 2017. GMP Grade reagents are available.

Immudex is the sole proprietor of DNA barcoded MHC multimer technology. The dCODE Dextramer® technology is an advanced development of Immudex proprietary MHC Dextramer® reagents, which are superior for the detection of antigen-specific T cells. The dCODE® technology enables massive multiplexing of disease-specific T-cell detection overcoming the limitations of earlier technologies and are compatible with leading single cell analysis systems.