



InnoCyto Inc.

15375 Barranca Pkwy, Suite I-103

Irvine, CA 92618

Email: Info@innocyto.com

Head of Scientific Applications/Technical Support

Location: Greater Boston Area

Company: InnoCyto Inc

Industry: Biotechnology / Research Reagents (Immunology Focus)

About Us

InnoCyto Inc is a growing biotechnology company dedicated to developing high-quality research reagents for the immunology field. Our mission is to empower scientists with innovative tools that accelerate discoveries in basic and translational research. We are seeking a motivated and versatile **Head of Scientific Applications/Technical Support** to help us build strong customer relationships, expand our portfolio reach, and drive business growth.

Job Summary:

We are seeking a highly motivated **Head of Scientific Applications/Technical Support** to join our team. The ideal candidate will have a strong background in immunology and excellent interpersonal skills. This role involves supporting customers with technical inquiries, providing scientific expertise, and ensuring a positive customer experience.

Key Responsibilities

- Serve as the primary scientific contact for customers, providing timely and accurate technical support.
- Assist researchers with product selection, experimental design considerations, and troubleshooting.
- Create, manage, and update marketing materials, including product datasheets, brochures, presentations, and website content.
- Organize participation in scientific conferences, trade shows, and webinars.
- Communicate complex scientific concepts clearly to both technical and non-technical audiences.
- Collaborate with internal teams (R&D, Sales, Marketing) to provide customer feedback and contribute to product development.
- Gather customer and market feedback to guide marketing messaging and product positioning.
- Prepare technical documentation, FAQs, and training materials for customers and colleagues.
- Participate in scientific conferences, webinars, or workshops as needed to represent the company.



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Qualifications

- Master's degree or Ph.D. in **Immunology** or a closely related life science field.
- Strong knowledge of immunological techniques (e.g., flow cytometry, ELISA, cell culture).
- Excellent interpersonal and communication skills, with the ability to build rapport with diverse customers.
- Problem-solving mindset with the ability to manage multiple priorities.
- Prior experience in technical support, customer-facing roles, or industry experience is a plus.
- Excellent communication, presentation, and interpersonal skills.
- Ability to work independently in a small-company environment and wear multiple hats.
- Proficiency with CRM systems, digital marketing tools, and Microsoft Office Suite.

What We Offer

- Opportunity to work in a collaborative and scientifically driven environment.
- Exposure to cutting-edge research and direct interaction with scientists worldwide.
- Career development opportunities within a growing company.

Contact:

To apply, please send your resume and cover letter to info@innocyto.com