



Velsson Technology, Inc., nestled in Georgetown, Massachusetts, is a trailblazing developer of laboratory automation solutions. Our mission is to enhance the efficiency and intelligence of U.S. laboratories through an extensive array of robotic products and applications.

Our collaborative approach involves partnering with various industries to address the challenges of scalability, flexibility, consistency, quality, and cost-effectiveness.

Our commitment is to the innovation and delivery of both high-performance standard products and uniquely tailored solutions. We are reshaping industries ranging from pharmaceutical discovery and GMP production—including areas like small molecule, antibody, ADC, CGT, and nucleic acid—to chemical and material development, production, and advanced energy sectors, among others.

JD-Bio-Automation Engineer

The Bio-Automation Engineer is expected to possess a comprehensive understanding of the products and applications, highlighting the ability to effectively demonstrate their functionalities. Responsibilities encompass identifying and addressing the specific requirements of customers in Antibody Drug Discovery, Small Molecule Drug Development, Nucleic Acid Drug Development, Cell Therapy, Gene Therapy, GMP production, ADC, CGT etc. deriving insights from their applications and processes, and subsequently recommending and demonstrating relevant products, providing pre-sales technical support and demo execution.

The following duties apply:

- Follow up on leads provided by the marketing team or direct manager. Introduce and recommend key features of relevant products or tailored solutions to potential customers, and identify new business opportunities.
- Work closely with cross-functional teams, including marketing, and sales, to ensure effective communication with customers.
- Conduct thorough analyses to identify and understand the technical requirements of customers. Recommend, and demonstrate relevant products.
- Project coordination, collaborate with engineering, design, and other relevant teams to define product requirements and specifications. Engage with customers to gather feedback on products, understand their evolving needs, and incorporate insights into the product development process.
- Drive the development and release of new features, enhancements, and updates.
- Create Provide training and support to internal teams, sales representatives, and customers on the technical aspects of the products.
- Working with engineering team to create and maintain detailed product documentation, including specifications, user guides, and technical documentation, protocols (IQ/OQ/PQ) for injectable production equipment.
- Collaborate with customer support teams to address and resolve product-related issues, gathering feedback for continuous improvement.
- Continually learn about manufacturer trends, products, services, and their benefits to the customer, demonstrate and share the knowledge as required.

Required skills and qualifications:

- Master's degree in life science or technical; advanced degree preferred.
- A minimum of 3 years of Bio-Automation experience.
- Strong background and understanding of biological principles, processes, and applications.
- In-depth knowledge of automation technologies and their applications in the biological industry.
- Strong analytical and problem-solving skills to address technical challenges and optimize product performance.
- Excellent communication skills to convey technical information clearly to both technical and non-technical stakeholders.
- Ability to understand and prioritize customer needs, incorporating feedback into product development and improvement processes.
- A mindset for innovation, staying abreast of emerging technologies and proposing novel solutions to enhance product offerings.
- Understanding of quality assurance processes to ensure that products meet high standards of performance and reliability.
- Excellent presentation skills and a professional appearance.
- Mandarin speakers preferred.
- Willingness to travel.