



**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-Field Applications Engineer**

We are seeking a highly motivated and hands-on Field Applications Engineer to provide on-site technical support for the daily operation of advanced laboratory/automation systems. This role is responsible for system maintenance, troubleshooting, new process development, and ensuring optimal system performance at customer sites. You will work closely with engineering, product, and customer success teams to deliver exceptional technical support and contribute to continuous improvement initiatives.

#### **The following duties apply:**

- Provide on-site support for system startup, operation, and troubleshooting.
- Supported validation protocols (IQ/OQ/PQ) for production equipment.
- Perform regular and preventive maintenance to ensure system reliability and minimize downtime.
- Work with customers to develop and optimize new processes tailored to their applications.
- Identify and resolve hardware/software issues in coordination with engineering teams.
- Support system upgrades, configuration changes, and feature enhancements.
- Document support activities, maintenance logs, and technical feedback in a structured manner.
- Train end users and internal stakeholders on system operation and best practices.
- Collaborate with R&D and product teams to provide feedback on system performance and customer needs.
- Participate in technical meetings, customer reviews, and process improvement initiatives.

#### **Required skills and qualifications:**

- Bachelor's degree in Engineering, Biotechnology, Automation, or a related technical field.
- 2+ years of experience in field service, applications engineering, or system support preferred.
- Strong hands-on experience with laboratory instruments, robotics, or automation systems.
- Ability to analyze and solve complex technical problems independently.
- Excellent communication and interpersonal skills, with a strong customer focus.
- Willingness to travel to customer sites and support field-based deployments.

#### **Preferred Skills (Optional):**

- Experience in biotech or life sciences environments.
- Familiarity with control systems, PLCs, or automation software.