

Lead, Lab Operations

Are you driven by a passion for scientific discovery, but do your best work supporting others in the lab? Do you like to think up new ideas that disrupt the status quo and work with a team to build solutions? Our team collaborates across disciplines, relying on our skills to add value to this unique culture, positively impacting the successes of our community.

LabCentral, the premier launchpad for early stage biotech companies in Cambridge, is seeking a Lead, Lab Operations at our LabCentral 700 location reporting to the Manager, Lab Operations: Bioanalytical Chemistry. You'll be the best fit for this role if you have at least a BS in biological life science discipline (Biology, biochemistry, etc.) and 2-4 years of hands-on experience in the life sciences. You should be a highly capable, self-directed individual who enjoys a healthy mix of problem-solving and customer-facing interactions.

What your day looks like:

- Collaborate with lab team to maintain the labs and troubleshoot technical issues
- Perform maintenance procedures for laboratory equipment and manage vendor relations for repairs
- Support maintenance of the laboratory computer infrastructure by working with our IT group
- Educate and train residents on equipment as well as organize training sessions with vendors
- Develop SOPs for the startup, use, maintenance, and shutdown of shared equipment
- Assist in continuous improvement of workflows
- Display a high-level of customer service and ensure residents have a positive experience
- Liaise between the residents, vendors, and our teams - ensuring prompt feedback and action
- Respond to critical lab-related issues outside of normal business hours as part of the on-call rotation
- Any other duties needed to help drive our vision, fulfill our mission, and abide to LabCentral's values

Skills you'll need to exceed in this role:

- In-depth instrument/software knowledge along with a solid understanding of workflow efficiencies in a biological lab environment (example: flow cytometry, cell analysis, bioanalytical assays)
- Ability to learn about a variety of complex pieces of lab equipment and train residents on best practices
- Excellent communication and customer service skills for building relationships with residents and vendors to expedite resolutions
- Strong time management, organization, multi-tasking, and decision-making skills
- Adept MS Suite skills required; Database management skills preferred

What your first six months will look like:

- Immerse yourself in day-to-day laboratory maintenance and operations
- Complete needed trainings on aspects of lab equipment and processes
- Develop an understanding of the LabCentral Community and interact with residents
- Learn our systems and provide feedback on how to do things better
- Continue to build your skills and set goals for professional growth

A snapshot of our benefits:

Premium healthcare and dental package, yearly parking pass or MBTA coverage, long and short-term disability, life insurance, unlimited vacation, and 401(k) package.

Only complete applications will be reviewed. Applications are submitted at LabCentral.org and will include a resume/cover letter specifically discussing your interest in joining the LabCentral team.