



Job Description

Position: Application Engineer

Reports To: VP, Client Services

FLSA Status: Exempt

Department: Application Engineering

Effective Date 06/2026

DOL Status: Full-time

Summary

GenomOncology develops software that clinical and molecular laboratories use to interpret next-generation sequencing (NGS) results and generate the reports oncologists and geneticists rely on for patient care.

As an Application Engineer, you will bridge the gap between our clients and our product development team by translating laboratory workflows and business requirements into well-defined application design and configuration. You will work closely with clients to understand their needs, design and validate solutions, coordinate implementation, and ensure successful deployment.

This is a technical role, but not a software development role: you won't be writing production code. This is a client service role that combines technical problem solving, solution design, customer collaboration, and quality assurance. You will work closely with Product Development to customize, configure, validate, and optimize our applications – ensuring our solutions meet client requirements.

Success in this role requires curiosity, strong analytical thinking, and the ability to quickly understand complex technical and scientific concepts. Experience with genomics or NGS testing is valuable but not required; candidates who learn quickly and enjoy solving challenging problems will thrive. In addition, you will mentor junior Application Engineers and contribute to the continued improvement of our implementation processes.

Essential Responsibilities

You will translate complex, often ambiguous, client requirements into well-defined application specifications and ensure our solutions meet those requirements and are successfully implemented, tested, and deployed. Responsibilities include:

- Serve as liaison between **Client Service / Product Development / Development Operations** and GO Clients.

- Participate and/or facilitate client meetings to gather design requirements, answer questions on solution design and functionality, and report status on GO tasks and activities.
- Collaborate with Account/Project Managers in the development of project plans, time estimates and general planning activities for client delivery.
- Gather application configuration, feature/functionality specification and data requirements from client and document as JIRA design tickets.
- Create UI, Report and Data Output mockups and wireframes to illustrate the desired functionality and output within the GO tool(s).
- Collaborate with **Product Development** to ensure design tickets are fully understood and ready for development.
- Participate in application feature and design reviews with the **Product Development, Application Engineering** and **Innovation** teams.
- Write validation test(s) in YAML and gherkin to test and validate the feature/functionality/configuration the design ticket specifies is met.
- Execute both manual and automated testing of GO tools to ensure the design specifications are met.
- Create JIRA tickets to specify deployment requirements for Application, Content and/or annotations, therapy and trial updates that are ready for deployment.
- Support **Development Operations** (and/or Perform) in the deployment of Application, Content and/or Pipeline Rules updates to GO Internal, GO-hosted, and Client-hosted environments.
- Respond to Client support requests and questions.
- Perform application troubleshooting and/or coordinate troubleshooting activities amongst the **Product Development / Development Operations** teams. May include running troubleshooting scripts when necessary.

Ancillary Responsibilities

- Maintain individual tasks and activities list within Jira
- Assist business development activities through demonstrations as needed
- Identify new feature/solution requests from clients to bring to the GO Innovation and Product Development teams for consideration. This includes complex feature design and/or cross-product integration impact.
- Create application training guides and conduct training sessions with Clients
- Update Client Trackers to maintain current versioning of GO Tools, Datasets and Configurations.
- Contribute to and maintain GO Knowledge Management on application and tool functionality and GO processes.
- Attend and engage in Team and All Company meetings.

Required Skills/Abilities

- Demonstrated ability to understand complex technical concepts and quickly become proficient in unfamiliar subject areas.
- Familiarity with genetics, genomics, or NGS testing-- enough to quickly get up to speed on the science behind our solutions. Deep expertise is not required; the ability to learn it fast is.
- Strong analytical and problem-solving skills, with the ability to translate ambiguous client requirements into clear, actionable technical specifications
- Excellent verbal and written communication skills, including the ability to communicate effectively with both technical and non-technical audiences.
- Experience working within a Software Development Life Cycle (SDLC); familiarity with Jira or similar work management tools is preferred.
- Strong attention to detail with the ability to validate application functionality through structured testing.
- Self-motivated and capable of working independently while collaborating effectively across cross-functional teams.
- Strong organizational skills with the ability to manage multiple priorities in a fast-paced environment.
- Continuous learner with an interest in clinical genomics, healthcare technology, and evolving software platforms.
- Strong working knowledge of Google Workspace and MS Office Suite

Education

- Bachelor's Degree: Engineering (Mechanical, Biomedical, Chemical) preferred
- Equivalent combinations of education and relevant experience will also be considered

Experience

- 1-3+ years of experience in application implementation, solution design, software configuration, business analysis, quality assurance, technical consulting, or customer-facing technical (non-coding) roles within an SDLC environment.
- Experience gathering business requirements and translating them into functional specifications, workflows, or software configurations.
- Experience validating software through functional, integration, or user acceptance testing.
- Experience in clinical diagnostics, molecular biology, genomics, healthcare software, or laboratory information systems is preferred but not required.

Physical Requirements

- Prolonged periods of sitting and typing on a computer
- Utilizing technology for communications

Work Conditions

- Clean, quiet office
- Remote hybrid