



Software Support Engineer

KAYENTIS is a growing global provider of patient-centric electronic Clinical Outcome Assessment (eCOA) solutions for clinical trials in the pharmaceutical industry. Our mission is to improve reliability of clinical research through the quality of the solutions and service that we provide. Our user-friendly solutions are designed to improve clinical trial compliance and reduce data capture errors. Patients and sponsors fully benefit from the advantages of electronic COA solutions, adapted to both supervised and unsupervised use.

Is entrepreneurial spirit on the radar screen of your next career move? KAYENTIS is growing! Develop your career with us!

Kayentis is looking for a **Software support Engineer. This permanent position** is based in Boston (Massachusetts) USA.

Within the Operations Department, you will be part of the support team level 2 and will report to the head of « Operation Running Services ».

Responsibilities

You are responsible for supporting clinical trial platforms at level 2, and industrialization of support activities.

- You manage incidents resolution :
 - maintain ownership for the resolution of complex technical problems, including troubleshooting and reproduction
 - Be responsive to customer needs
 - provide work around for the stuck customers issues that can't be resolve by external level 1 support
 - Interface with other departments, escalate to level 3 if required
- You process user requests (from clinical investigation sites) at level 2 and 3
- You manage and monitor the level 1 support provider (performed by the outsourced helpdesk) :
 - Regular meetings
 - Training of the agents/supervisors
 - Update of their knowledge base
- You work in close collaboration with the maintenance and production teams
- You proactively monitor installed solutions (both platforms and devices)
- You actively participate in the development & improvement of our solutions (products & services) by providing feedback gathered from end-users

Your profile

Bachelor's degree in Science/IT/Computers or equivalent

Experienced engineer with at least 2 to 3 years in a similar position

You have experience in managing requests and incidents

You are proactive and know how to organize your activities and manage priorities in an autonomous way

You demonstrate a very good team spirit and positive mindset

You have strong knowledge of SQL, Power Shell and excel.

For more information on KAYENTIS, visit our website at <http://www.kayentis.com>. If you are motivated by this exciting opportunity, contact us and send your application to career@kayentis.com