



**KAYENTIS** is a software solutions provider specialized in clinical trials.

Our core competence is in patient data capture and processing solutions (eClinical Outcome Assessments = eCOA) and we are now expanding towards Decentralized Trials functionalities.

With 16 years of global experience in eCOA, Kayentis has supported more than **260 clinical trials** in **79 countries** with more than **90,000 patients**. Its head office is located in Meylan, near **Grenoble** (France), Kayentis is also present in **Boston** (USA) and **Tokyo** (Japan).

Joining Kayentis' teams means choosing a fast-growing company committed to improving clinical trials and the **well-being of its employees**.

**KAYENTIS** is growing! Develop your career with us!

Join an international, cohesive and dynamic team and develop new skills!

For more information about **Kayentis**, visit our [career page](#), or have a look at our [employee satisfaction survey results](#). Make sure to follow us on the social media platforms below for our latest news and updates:



## Software Maintenance Quality Engineer M/F

The **Software Maintenance Quality Engineer permanent position** is based in Meylan , (Grenoble).

### YOUR ROLE:

**As part of Kayentis Quality team, you contribute to the quality and reliability of Kayentis Solutions by ensuring field feedback is followed through with prioritized and actionable actions which continuously improve our clinical software solution and client services.**

- ✓ Review, evaluate and prioritize field feedback from problems received by Kayentis Helpdesk, Support, and Clinical teams
- ✓ Plan, coordinate and track the resolution of problems in collaboration with Kayentis internal departments including Software Engineering Support, Operations, Production, and Quality
- ✓ Assess problems for possible escalation into CAPAs
- ✓ Ensure resolution and closure are documented per the appropriate deviation or CAPA process, including impact analysis, immediate actions and corrective actions
- ✓ Communicate regularly with Client Governance and Management on issues requiring escalation
- ✓ Track, trend and report KPIs and issues for proactive improvement in software quality and client satisfaction

### YOUR PROFILE:

- ✓ Master 1 or Master 2 level or equivalent in information systems or quality
- ✓ Professional experience > 5 years in a technical software environment, or proven track record
- ✓ Solid experience in managing field feedback or complaints on software solutions
- ✓ Knowledge of the deviation and/or CAPA processes
- ✓ Excellent verbal communication and writing skills



- ✓ Customer-oriented
- ✓ Fluent in English

Preferred:

- ✓ Experience in the pharmaceutical or medical device field
- ✓ Working knowledge of ITIL concepts

**YOUR BENEFITS :**

- ✓ Flexible working hours
- ✓ Bonuses
- ✓ Meal vouchers
- ✓ Bike allowance

**Are you interested in this opportunity?**

**>> Contact us and send us your CV at [career@kayentis.com](mailto:career@kayentis.com) <<**