VIE CLINICAL SUPPORT ANALYST– H/F

Référence : VIE141528
Intitulé du poste : VIE CLINICAL SUPPORT ANALYST – H/F
Pays d'affectation : ETATS-UNIS (BOSTON)
Ville d'accueil : BOSTON
Date du début de la mission : effective immediately, starting locally with a 6 month temporary contract (CDD) in France followed by a « VIE » in BOSTON.

The VIE is an international program for young professionals between the age of 18 and 28 who are European Union nationals. The candidate cannot come from the country hosting the mission.

It is strongly recommended that you post your resume in English.

KAYENTIS is a global provider of patient-centric electronic Clinical Outcome Assessment (eCOA) solutions for clinical trials in the Life Science – Pharmaceutical industry.

We aim to improve clinical trials with intuitive and innovative eCOA solutions, for better data quality and trial efficiency.

Our devices are designed to improve clinical trial compliance and reduce data capture errors with intuitive, efficient and user-friendly solutions for patients. With safe and real-time data capture, patients and sponsors fully benefit from the advantages of electronic solutions, adapted to both supervised and unsupervised clinical studies.

KAYENTIS is the only French company on this market facing large US players.

Missions:

The Clinical Support Analyst participates to the functional support of our solution and ensures the internal follow-up of incidents and issues related.

Your role will be to:

- Qualify, prioritize and assign tickets to appropriate internal teams
- Provide clinical expertise to technical support team in interpreting issues from customers
- Works with technical support team in the troubleshooting, testing and resolution of reported system issues.
- Contact the sites when requested (investigation, follow-up, resolution)
- Ensure client service level agreements are met
- Provide reporting to management
- Work in close relationship with the incident manager
- Develop study specific documentation and offer initial/on-going training to our externalized helpdesk
- Participate to weekly meetings with the helpdesk management team

Profil:

- 2+ years of experience working within clinical trials
- Organization, rigour
- Good analytical and problem solving skills
- Good interpersonal skills, team spirit
- Fluency in oral and written English