![Kayentis logo]

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

Our core competence is in patient data capture and processing (eCOA) solutions.

With 16 years of global experience in eCOA, Kayentis has supported more than **220 clinical trials** in **79 countries** with more than **80,000 patients**. Its head office is located in Meylan, near **Grenoble**; Kayentis is also present in **Boston** and **Tokyo**.

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:

Support Engineer

The Support Engineer **permanent position** is based in Meylan, France. Within the Operations organization you are directly reporting to the Deputy COO.

YOUR RESPONSIBILITIES :

You are responsible for supporting clinical trial platforms, by maintaining external level 1 knowledge base and providing level 2 support,.

- ✓ You ensure technical and functional support on our solution
- ✓ You manage incidents life cycle: categorization, investigation, escalation, resolution
- ✓ You define the action plan to restore the service for end-users - product update request, 7identification of workaround, retraining of end-users, documentation update – with appropriate deadlines and priority.
- ✓ You work in close collaboration with the level 3 internal teams : software maintenance, production, clinical teams
- ✓ 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):
  - o Regular operational meetings
  - o Training on new functionalities and project specificities
  - o Continuous improvement of processes and procedures in order to increase their scope of action and resolution rate
- ✓ You manage crisis situations that may involve technically challenging issues and diverse audiences.
- ✓ You maintain the internal knowledge base up to date to improve efficiency of support activities (KIL, work instructions, investigation tips)

✓ You actively participate in the development & improvement of our solutions (products & services) by providing feedback gathered from end-users

YOUR PROFILE:

✓ With a higher education background (BSc or equivalent) in Science/IT/Computers, you have at least 2 or 3 years of experience in Computer Science.

✓ You have experience in managing requests and incidents on a software environment

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

✓ You have analytical skills and resistance to pressure

✓ You demonstrate a very good team spirit and positive mindset

✓ You are customer focus and responsive to their needs

✓ You have strong knowledge of SQL

✓ Written and spoken English

YOUR BENEFITS:

✓ Flexible working hours

✓ Bonuses

✓ Meal tickets

✓ Bike allowance

Are you interested in this opportunity?
>> Contact us and send us your CV at career@kayentis.com <<