

CLIENT SUPPORT SPECIALIST

In this position you will provide support to our clients in the use of IDDI's products and services.

Your Responsibilities:

- First tier support of IDDI systems (IRT, EDC and eTMF systems)
- Provide support to clients by phone/email in answering inquiries and solve problems in the use of IDDI's products and services (IRT, EDC and eTMF systems)
- Manage internal and external access to the IDDI systems
- Provide training to internal and external clients
- Participate in 24/7 first-line support duty including weekends and bank holidays.

Your Profile:

- University degree (preferably in computer sciences or biology)
- Experience in Clinical Trials or medical related activities is beneficial to the position
- Good knowledge of databases (MS SQL), IT background is a plus
- Fluent in English (written, spoken and understanding)
- Detail and quality oriented
- Well organized and autonomous
- Ability to manage several tasks simultaneously
- Flexible for work requirements
- Good interpersonal and communication skills
- Positive attitude.

Our Offer:

- A unique opportunity to work in an innovative, dynamic and future-oriented company with a strong international environment.

Interested in this challenging position?

Send your CV and cover letter in English to IDDI: hr@iddi.com.