

About the job

Job Title: Implementation Consultant – Software Implementation, Clinical Trials, Clinical Data, Clinical Data Management, Clinical Research, Clinical Systems Solutions, EHR, EDC, GCP, ICH Guidelines, FDA Regulations, SaaS, Statistical Analysis, Agile Product Team, Cloud Services, Azure, AWS, Remote Position – United States, Canada.

Reports to: Vice President, Strategic Program Management

Location: United States or Canada. Remote Position.

Job Type: Full time or Contractor

About REDCap Cloud

REDCap Cloud empowers patient-centered clinical research to advance discoveries, commercialize therapeutics and devices, and establish new standards of care based on real-world evidence. Through our REDCap Cloud suite of products and services, we serve clients and partners worldwide including life science companies, contract research organizations (CROs), academic research centers, integrated health systems, government agencies and foundations. Now is an exciting time to join us as we are experiencing tremendous growth. For more information on REDCap Cloud please visit <https://redcapcloud.com>

Position Description

We currently have an exciting job opening for an Implementation Consultant to join our remote team. The Implementation Consultant's responsibilities include but are not restricted to,

- Help ensure REDCap Cloud's software applications are implemented or enabled in accordance with our standard business processes, meet client requirements and adhere to regulatory requirements.
- Collaborate with other functional departments to support the implementation.
- Ability to translate customer needs relating to the REDCap Cloud software to meet customer requirements.
- Author, adapt, or agree on specifications based upon client requirements.
- Support Developers and other cross functional departments during implementation of specifications.
- Support cross functional departments with issue resolution.

- Provide Project Management support to meet timelines and budgets, ensuring timely completion of deliverables within the agreed scope of work.
- Support customers by answering questions, resolving configuration or UAT issues, and providing guidance on software usage.
- Support Training Group in preparation of course materials and delivery of courses both internally and externally as needed.
- Communicate status reports to stakeholders on both client and internal projects.

We are looking for someone who has the following skills & experience:

- Bachelor's or master's degree with related work experience
- Industry knowledge of Clinical Trial processes, specifically as they relate to data collection, standards, management, and preparation for statistical analysis
- Strong understanding of those associated specifications, and ability to translate them into clinical systems solutions
- The ability to work efficiently, effectively & autonomously in a remote capacity
- Experience working in an Agile product team, strong collaboration, and team-building skills
- Experience with Cloud services like Azure and AWS
- Strong problem-solving skills with the ability to verbalize solutions to technical and non-technical audiences
- Working knowledge of GCP, ICH guidelines and FDA regulations
- Demonstrated history of success in a fast-paced environment, delivering to strict deadlines, effectively managing concurrent, competing priorities
- Ability to absorb and apply new information quickly
- Ability to think logically to solve complex problems
- Solid analytical and technical skills regarding software applications
- Excellent verbal and written communication skills
- Strong organizational and time management skills
- Self-motivated, able to assume responsibility and work autonomously in a professional manner

- Experience of working to Standard Operating Procedures
- Adaptable to changing business needs and/or product landscapes
- Strong project and time management skills

Benefits: Health, Dental & Vision Insurance, Paid Time Off, Parental Leave, 401(k), Flexible schedule

nPhase, Inc. is an Equal Opportunity Employer. Please note all offers are subject to satisfactory completion of a background check. Applicants must possess current and valid employment authorization for the country in which they work; sponsorship is not available for this position.