

Customer Support Specialist – Clinical EDC Applications (SaaS)

Location: Open to candidates based in United States, Canada, or Europe. Remote, Full-time position.

Working Hours: Standard business hours, 09:00–17:00 in your local time zone.

Department: Customer Support / Application Support

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. As a growing organization focused on innovation and customer success, we are looking for individuals who are passionate about clinical technology, problem-solving, and delivering exceptional customer experiences. For more information on REDCap Cloud please visit <https://redcapcloud.com>

Position Overview

We are seeking a Customer Support Specialist who has hands-on experience supporting end-users of a clinical trial Electronic Data Capture (EDC) system or similar clinical research software. This is an application-level, customer-facing support role — you will be the primary point of contact for study teams, CRAs, data managers, and site users who need help using our cloud-based EDC and reporting platform, not a role supporting internal IT infrastructure, networks, or hardware.

You will troubleshoot how the application behaves for the customer, triage and reproduce issues, work with Development to resolve software defects, and guide customers through workflows, configuration questions, and reporting features. Strong candidates will have previously supported customers on platforms such as Veeva, Medidata Rave, Oracle Clinical, or a comparable clinical EDC/CTMS system.

The ideal candidate is a self-starter with strong analytical and communication skills who can effectively manage multiple priorities while maintaining a high level of customer satisfaction. Your clinical-domain knowledge and customer-first approach will directly drive customer satisfaction, retention, and overall success. This is a collaborative, fast-paced role with real opportunities for growth.

Required Experience (Must-Have)

- **Commercial experience in a customer-facing Technical Support / Application Support role, specifically supporting Clinical Trial EDC systems and/or clinical reporting platforms.**
- **Direct hands-on experience with an EDC platform such as Veeva, Medidata Rave, Oracle Clinical, or a similar clinical system.**
- Experience using ticketing/case management tools such as JIRA, Microsoft Dynamics, or similar.
- Strong troubleshooting and analytical problem-solving skills applied to software application issues.
- Strong written and verbal communication skills, comfortable explaining technical concepts to both technical and non-technical audiences (e.g., site coordinators, data managers, CRAs).
- Proven ability to manage multiple priorities and competing case loads in a fast-paced customer support environment.

- A genuine customer-focused mindset and commitment to a high-quality support experience.

Key Responsibilities

- Investigate, diagnose, and resolve customer-reported issues within our cloud-based EDC and reporting application.
- Reproduce reported issues, perform root cause analysis at the application level, and partner with Development and Operations to resolve software defects.
- Communicate with customers via phone, email, and chat, providing clear, timely updates throughout the resolution process.
- Manage and prioritize a caseload of support tickets in line with contractual service level agreements (SLAs).
- Proactively monitor open cases and ensure timely follow-up, ownership, and resolution.
- Support escalation management and help identify recurring trends that require broader product or process fixes.
- Maintain deep working knowledge of the product suite: application workflows, configuration, reporting tools, and integrations.
- Contribute articles and solutions to the internal/external knowledge base.
- Share customer feedback with Product and Development to help shape feature and usability improvements.
- Communicate proactively with customers about software updates, enhancements, and best practices relevant to their studies.

Preferred Qualifications & Experience

- Bachelor's degree in computer science, Information Technology, Life Sciences, or a related field (preferred, not required).
- Experience troubleshooting other cloud-based SaaS applications.
- Experience supporting reporting/analytics tools such as JReview, Spotfire, Jupyter, or SQL-based reporting.
- Basic understanding of APIs, web services, and system integrations (REST, SOAP) as they relate to product configuration — this is a support role, not a development role.
- Basic familiarity with SQL, Python, or Java is a plus but not required — we are not looking for a software engineer or systems/network administrator.

Why Join Us?

- Be part of an innovative SaaS organization supporting innovation in clinical research and healthcare technology.
- Work alongside an experienced, supportive team dedicated to delivering an exceptional customer experience.
- 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.