

Job Announcement

Help Desk Support Specialist

North American Help Desk Support Specialist for fast growing global software company. Position is located at the North American Corporate Office in Berwyn, PA.

About EXTEDO:

EXTEDO is the key solutions and services provider in the field of eRegulatory Affairs. The complete EXTEDO suite is unique in all that it covers: Product Registration Planning & Tracking, Submission Management, Pharmacovigilance Management, Label Management and Document Management.

EXTEDO provides configurable off-the-shelf products, as well as customized and integrated solutions. EXTEDO also provides EURS is Yours, the validation, review and approval system for the EMA and more than 25 Regulatory Authorities worldwide.

Today EXTEDO serves more than 700 customers in 57 countries ranging from small companies with less than 25 employees to large multi-national organizations. EXTEDO operates in the following markets for human, veterinary and crop protection: Life sciences, including pharmaceutical, biotech and biopharma, generics, APIs, homeopathics, medical devices, healthcare, and public sector. EXTEDO is recognized as the worldwide leader in each of its areas of operation.

About the position:

EXTEDO is looking for Help Desk Support Specialist with a minimum of 2-3 years experience. The candidate has to have demonstrated an ability to work autonomously, as well as, part of a team. This individual must be able to log and track requests of EXTEDO customers, acting as the central point of contact for customers' questions. This role will keep customers updated with regards to the status and progress of their requests.

Job Responsibilities:

- Receive and respond to all incoming service requests from customers.
- Analyze issues, and take appropriate resolution action.
- Enter all customer service requests into EXTEDO Support Software (CRM).
- Inform customers as to the status and progress of logged service requests.
- Track all customer service requests ensuring that all requests are being addressed.
- Work closely with the Corporate Development team to implement and test/validate changes to the application software as needed to resolve problems.
- Update the CRM with regards to customers' current configuration.
- Prepare status reports for management, customer support and professional services.
- Maintain Hotline related sections of the CRM.
- Maintain updated documentation related to customers' current configurations, licensing and versions of software.
- Handle enhancements to related sections of the CRM.
- Partner with professional services and sales to enhance customer relationships.

For qualified interested candidates please send your resume or CV by e-mail to:

EXTEDO, Inc.
Sue Ocamb
1235 Westlakes Dr., Suite 285
Berwyn, PA 19312 / USA

E-Mail: ocamb@extedo.com
Internet: www.extedo.com

Job Qualifications:

- Pleasant and professional demeanor.
- Excellent written and verbal communication skills.
- Detail and result oriented with proven ability to meet timelines and established deadlines.
- Superior organizational, analytical and interpersonal skills.
- Knows how to prioritize tasks and handle multiple tasks at once.
- Comfortable with following up within the company to find solutions to customers' issues.

Job Requirements:

- Minimum of 2–3 years previous work experience in a technology hotline environment.
- Experience with database products integration and operations.
- General knowledge of virtualization technologies, including configurations.
- Exceptional customer service and interpersonal skills.
- Excellent written and verbal communication skills.
- Ability to understand customers' problems in regulated environments.
- Effective communication with customers as to status of requests.
- Ability to log, diagnose, track and resolve customers' issues.
- Energetic, enthusiastic personality that is comfortable interacting with internal and external parties.
- Eagerness to learn new technologies and become familiar with regulatory processes in the Pharma industry.
- Willingness to have involvement in various aspects of the company on an ad-hoc basis.

EXTEDO offers a competitive compensation package and is well placed within a unique industry. Qualified and interested candidates please send your Resume or CV to ocamb@extedo.com.

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