

Job Description			
<b>Job Title:</b>	Lead Solutions Specialist	<b>Job Category:</b>	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>
<b>Department/Group:</b>	Clinical Trials Operations	<b>Reports to:</b>	Director of Business Systems & Analytics
<b>Location:</b>	Boston	<b>Travel Required:</b>	< 10% Travel anticipated
<b>Level/Salary Range:</b>	\$	<b>Position Type:</b>	Full-Time <input checked="" type="checkbox"/> Part-Time <input type="checkbox"/> Contract <input type="checkbox"/> Temporary <input type="checkbox"/>
<b>HR Contact:</b>	Human Resource Director	<b>Date posted:</b>	Click here to enter a date.
<b>External posting URL:</b>	Click here to enter text.		
<b>Internal posting URL:</b>	Click here to enter text.		
<p>Alliance Foundation Trials, LLC (AFT) sponsors and conducts high-quality cancer clinical trials funded exclusively by non-NCI (National Cancer Institute) sources. AFT leverages the internationally recognized scientific experts and thought leaders of the Alliance for Clinical Trials in Oncology with its expansive and established network of hospitals, medical centers, and community clinics across the North America.</p> <p><b>In May 2014, the Foundation created Alliance Foundation Trials, LLC (AFT), which is a wholly owned subsidiary of the Foundation. It was also created to conduct cancer clinical research and address medical care and treatment through large-scale clinical trials involving various industry-related partners.</b></p>			
<b>Purpose/Scope:</b>			
The Support Specialist team provides assistance to users as well as supporting tasks and projects on the systems team. The purpose of the Lead Support Specialist's is to engage in and head up this effort.			
<b>ROLE AND RESPONSIBILITIES</b>			
<ul style="list-style-type: none"> <li>• Technical support and ticket resolution; delegation and triaging of tickets as needed; escalation point for junior team members; support end users as needed.</li> <li>• Management of vendor ticket systems; ultimate responsibility for keeping all vendor ticket systems updated; ultimate responsibility for ensuring all applicable AFT staff are kept appraised of applicable updates in vendor ticketing systems.</li> <li>• System administration for internal and third-party systems.</li> <li>• Oversight of system user groups and distribution lists.</li> <li>• Management of internal AFT staff training and access in all systems.</li> <li>• Responsible for planning and conducting system audits and reconciliation as needed.</li> <li>• Responsible for AFT system communications, including, but not limited to, user calls, user communication, and outage communications.</li> <li>• Support AFT reporting as needed.</li> </ul>			

- Support department administration tasks as needed (including, but not limited to, support of development and application launches).

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- A minimum of a BA/BS degree is required.
- Demonstrated aptitude for analytics.
- Excellent organizational, leadership, negotiation, and problem-solving skills.
- Ability to effectively present information and communicate complex ideas with technical and non-technical personnel (verbally and in writing).
- Ability to successfully negotiate and collaborate with a wide array of personnel, internally and externally to the organization.
- Knowledge of clinical research operations and workflows.
- Knowledge of ICH GCP and FDA Code of Regulations.
- Ability to successfully work both within a team and independently.
- Demonstrated ability to learn new software quickly.
- Proficient in Microsoft Office Google suites, JIRA, Confluence, Wireframing Applications.
- Ability to travel as needed for conferences, etc.

**PREFERRED SKILLS**

- Degree in a health, science, or information technology major preferred.
- 2-4 years' experience in pharmaceutical, academic research organization, clinical research organization, help desk, and/or information technology preferred.
- Experience with systems for conducting clinical research preferred.
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Reviewed By:	Heather Choukri	Date:	July 31, 2019
Approved By:	Sheilah Hurley	Date:	July 31, 2019
Last Updated By:	Heather Choukri	Date/Time:	July 31, 2019

Employee Name:

Date:

Employee Signature: \_\_\_\_\_