

Job Description			
Job Title:	Support Specialist	Job Category:	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>
Department/Group:	Clinical Trials Operations	Reports to:	Director of Business Systems & Analytics
Location:	Boston	Travel Required:	< 10% Travel anticipated
Level/Salary Range:	\$	Position Type:	Full-Time <input checked="" type="checkbox"/> Part-Time <input type="checkbox"/> Contract <input type="checkbox"/> Temporary <input type="checkbox"/>
HR Contact:	Human Resource Director	Date posted:	Click here to enter a date.
External posting URL:	Click here to enter text.		
Internal posting URL:	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>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.</p>			
<p>Purpose/Scope: The Support Specialist is responsible for providing assistance and support for users, tasks, and projects on the systems team.</p>			
<p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. • Responsible for ticket resolution, including delegation and triaging of tickets as needed. • Conduct system administration as needed, including, but not limited to, user management and system communications. • Work effectively with vendor teams to support AFT systems. Specific tasks may include, but are not limited to, documentation of requirements and UAT. • Assist with conducting effective change management. • Help identify and resolve issues; diagnose problems; facilitate appropriate escalation for timely resolution. • Walk end users through problem-solving processes. • Clean up computers; install computer peripherals for users. 			

- Deliver general support; work on department tasks and projects. Support may include, but is not limited to, supporting department administrative tasks, developing training materials, and conducting user training.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- A minimum of a BA/BS degree is required.
- Demonstrated aptitude for troubleshooting.
- Excellent organizational and problem-solving skills; takes a detail-oriented approach to tasks.
- 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 and Google suites.
- Ability to travel as needed for conferences, etc.

PREFERRED SKILLS

- Degree in a health, science, or information technology major preferred.
- 1-2 years experience in pharmaceutical, academic research organization, clinical research organization, and/or information technology preferred.
- Experience with systems for conducting clinical research.

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: _____