



# Technical Support Assistant

Part-time position, Aalborg, Denmark

## Keen to use your knowledge about data?

We are looking for a Technical Support Assistant to become a part of our Customer Success team. You will be helping our customers by completing various technical support tasks in and around the SMART-TRIAL platform. Your primary tasks are to assist the customer success team by e.g. setting up clinical studies in the SMART-TRIAL platform, programming Study dashboards, setting up automation flows for email reports, and other technical support and data-related tasks.

## Responsibilities

- Assist the Customer Success and Commercial team with day-to-day technical support tasks
- Setup electronic Case Report Forms and questionnaires for clinical studies of all sizes in SMART-TRIAL
- Setup clinical studies in the SMART-TRIAL platform according to SMART-TRIAL's internal QA standards for testing and documentation
- Perform and assist customers with data migration tasks into or out of SMART-TRIAL
- Program, maintain and document scripts that can facilitate data reporting and exporting
- Assist clients and external statisticians with data exporting and formatting of data files for statistical analysis in programs such as R, SAS, SPSS, STATA, Matlab etc.
- Assist with maintaining the SMART-TRIAL help site and improve/create other customer success content and material

## Ideally, you should bring with you

- Eagerness to learn new skills and assist others
- Experience with formatting and structuring complex datasets

- Experience with Python, MySQL, Javascript, R, SPSS, SAS, Grafana or similar tools
- Ability to understand and make sense of clinical data and visualize it
- Educational background or currently studying in Biomedical Engineering, software engineering, Health-IT, clinical informatics, IT or a similar education that is familiar with working with data and/or the clinical world
- Structured and independent work ethic
- Excellent command of English, both spoken and written (other Nordic language skills will be considered as a plus, not a requirement)

## What we offer

- Flexible work hours – well suited as a part time job with school or another employment
- Become a part of an international software company that caters to the global MedTech industry with ambitious growth plans
- Thorough introduction to the world of clinical trials for MedTech and BioTech companies
- Certification in implementing and using an Electronic Data Capture solution for clinical trial data collection
- Co-create and co-develop high-tech software solution for a niche industry
- Working closely in collaboration with the company's executive management and founders
- Working at SMART-TRIAL you will tackle a wide array of challenges, while experiencing a myriad of cultures, geographies, and technologies.

One of the cultural pillars is a strong winner mentality, and the staff are mainly made up of specialists within their field, some would probably call them geeks. At SMART-TRIAL the term “geek” is considered a compliment because they are all obsessed with the newest, coolest, trendiest things that their subject has to offer.

## About SMART-TRIAL

SMART-TRIAL helps MedTech companies comply with regulations on clinical evidence by simplifying the collection and management of data.

Established in 2013, SMART-TRIAL is the first Electronic Data Capture software tailor-made for the MedTech industry and is used by various MedTech organisations in clinical studies around the world to collect data via questionnaires from clinicians and patients.

Our mission is to make it easy and cost-effective to collect and manage clinical data in compliance with industry regulations, so safer and better medical devices can reach patients faster.

## How to apply?

Please send us your **CV** and **cover letter** to [careers@smart-trial.com](mailto:careers@smart-trial.com)

Please contact CEO Páll Jóhannesson at [pj@smart-trial.com](mailto:pj@smart-trial.com) if you have any questions about the role.