



## **Director, Technical Support**

### **ABOUT THE COMPANY:**

*CRF Health* is the leading global provider of electronic patient management (eDiaries) and wireless data collection solutions for the Life Sciences industry. Through innovative technology and a thorough understanding of drug development and mobile computing, CRF is driving the change to higher quality outcomes and safer, more efficient paper-free clinical trials. CRF Health's technology has been used by more than 180,000 patients across 60 countries in 59 languages for 45 indications. CRF Health has offices in Lansdale, PA, Helsinki, Finland, Cape Town, South Africa and London, UK. The website is <http://www.crfhealth.com/>.

### **ABOUT THE POSITION:**

*CRF Health*, a successful and growing privately held company, is seeking to hire an articulate, organized, team oriented, excellent presenter as a Director, Technical Services. This position provides technical support and advice to the CRF Health Business Development staff. This support includes explaining the details (technical and practical) of our trademarked ePRO system to prospective clients during general capability and bid-defense presentations and demonstrations. The Director, Technical Support also builds protocol-specific ePRO demonstration systems to illustrate our unique approach to ePRO system design and implementation. The Director, Technical Support works closely with the Chief Technical Officer, Chief Operating Officer and Vice President of Support Services to help scope projects for pricing and proposals. The Director, Technical Support position is based out of CRF Health's Lansdale office.

### **POSITION RESPONSIBILITIES:**

- Utilize CRF Health's suite of ePRO tools to create and demonstrate protocol-specific ePRO applications for bid-defense meetings
- Design, deploy and install demo patient diaries for bid-defense meetings (training provided)
- Provide excellent communication skills to speak clearly and confidently about the product and service offerings of CRF Health
- Comprehensively present the technical sections of the company's General Capabilities presentation for prospective business opportunities.
- Provide protocol review and proposal development from a practical/technical perspective
- Work collaboratively with the company's Clinical Advisor(s) for clinical input during the proposal development, bid defense and eDiary design process
- Attend tradeshow and conferences to support sales and speaking opportunities
- Train Business Development staff on use of equipment, demo diaries, ePRO system
- Other responsibilities as required.

**POSITION REQUIREMENTS:**

- Minimum education: Bachelor's degree in science or technical field
- Minimum of 3 years experience in Sales Technical Support role is preferred
- Previous bid defense experience and/or public speaking experience preferred
- Must have good understanding of the clinical trial process
- Must have excellent verbal and written communication skills as well as excellent grammar skills to assist in proposal generation
- Must have good understanding of programming basics including SQL and JAVA
- Must strive to motivate and communicate effectively with team members
- Previous health outcomes, patient reported outcomes, ePRO, IVRS/IWRS, and/or electronic data capture experience preferred
- Must be a team-oriented person with a positive attitude and outlook
- Innovative thinker with ability to multi task
- Demonstrate fiscal responsibility and complete expense reports according to company policy
- Ability to travel domestically and internally up to 60%
- Must be a team oriented person with a "can do" attitude.

***Please include your resume in Microsoft Word format and indicate your salary history and requirement for consideration for this position. Send to [careers@crfhealth.com](mailto:careers@crfhealth.com) .***