

# ZIFO RnD SOLUTIONS



<b>Job Title:</b>	Consultant	<b>Job Category:</b>	Full-time
<b>Domain:</b>	Pharmaceutical R&D Informatics	<b>Approx. Start Date:</b>	03-01-2017
<b>Location:</b>	Worcester, MA	<b>Zifo Contact:</b>	<a href="mailto:careers@zifornd.com">careers@zifornd.com</a>

Zifo Technologies Inc. is looking for a Consultant to be based in Worcester, MA. The right person will share our passion for customer excellence and enjoy working in a growing company. The role will involve working on-site with our customers and requires someone who is able to work independently.

## Q. What is the job description?

- » The consultant will provide support for business critical enterprise systems within research and development at pharmaceutical and biotech companies. This will include configuration, deployment, testing and business support across custom and off-the-shelf technologies such as Electronic Lab Notebooks (ELN), Laboratory Information Management Systems (LIMS), Statistical Analysis, Scientific Data Management Systems (SDMS) and Data Visualization.
- » The consultant works closely with Zifo and customer project teams across the business and IT, leveraging their domain expertise, application and technical skills to provide the highest level of customer success.

## Q. What are the job responsibilities?

- » Interfacing with scientific staff to gather and document functional and technical requirements
- » Configure, test, deploy and support enterprise systems
- » User and security management for applications
- » Analyze root cause and troubleshoot issues
- » Work with vendors and customers collaboratively to resolve product issues
- » Provide technical support for projects
- » Analyze and document business processes and workflows
- » Handling projects and coordination of project teams
- » Produce and deliver required documents and reports to customers
- » Provide excellent customer service
- » Train and support scientific staff and be a subject matter expert on scientific software

## Q. What are the required skills?

- » Pharmaceutical R&D domain expertise
- » Experience of working with or supporting relevant scientific applications
- » Experience working with scientific data, scientists and associated IT
- » Proactivity and ability to lead and take responsibility
- » Ability to analyze, clearly document and communicate user requirements

## Q. What are the desired competencies?

- » Strong Written and Oral communication skills
- » Experience with scientific applications such as ELN, LIMS, SDMS or analysis and data visualization
- » Specialist knowledge in a key pharmaceutical domain such as screening, preclinical research, drug metabolism, formulations, analytical sciences, technical development etc.
- » Experience in working with global project teams

