

VACANCY iDNA

Customer Service/Support Representative

Groningen, the Netherlands

Profile of the institute

iDNA is a Contract Research Organisation with a focus on early stage lung cancer, as well as related co-morbidities cardiovascular diseases and COPD. Our services range from consulting activities (Health Economics & Outcomes Research), biobank research (validation of AI software on our CT data sets and research into biomarkers in biomaterials) to (implementation of) clinical/research projects; through pilot projects, scale-up programs, and international public-private consortia. We collaborate with multiple disruptive AI, biomarker and pharmaceutical private and public organizations, evaluating and implementing innovative technologies. We are at the forefront of innovation and implementation of lung cancer screening.

Position description

For one of our key projects (<https://www.i-dna.org/4-in-the-lung-run/>) we are looking for a customer service/support representative. This project is composed of 10+ lung cancer screening sites (hospitals) and you will be responsible for providing support to these sites. You will be the first point of contact for questions, direct the questions to 2nd line support desk and you will provide technical support in the implementation phase.

Your responsibilities will include:

- Answering incoming calls and emails from customers;
- Providing information about our lung cancer screening solutions;
- Assisting customers with technical issues related to our program;
- Analyse customer issues and escalate to the appropriate departments for resolution;
- Keeping accurate records of customer interactions in our (Jira) ticketing system;
- Contributing to the development and improvement of our customer service policies and procedures.

Requirements

- You have a technical background (BSc), preferably in IT, with a passion for life-science;
- You have experience in working with databases;
- You have experience with ticketing systems, experience with Jira and Confluence is pre;
- You have a can-do attitude, are flexible, and thrive in a high-paced environment;
- You have strong communication skills, you are culturally sensitive and are able to maintain contact with our (international) stakeholders;
- Your English is excellent in speech and writing;
- You have a positive attitude and the ability to work well in a team environment;
- You can work independently, have the organizational skills to plan and execute your own projects successfully, and adhere to short deadlines and deliverables.

What we offer

- Be part of a young and dynamic team of 25+ people in a fast-paced international environment of implementing complex programs within lung cancer (screening) in which new disruptive ideas are embraced;
- Competitive salary, depending on experience and education;
- 24-32 hrs a week;
- Plenty opportunity to learn with attractive training and education.

Apply

Please contact us via e-mail or by phone if you have any questions regarding this vacancy. The vacant position is based in Groningen, however working (partially) from a remote location is optional.

In order to apply, please send a recent copy of your CV and a motivation letter of max. 2 pages to Dr. Erik Jippes (see contact details below). The vacancy will be closed once a suitable candidate has been selected. Please apply as soon as possible, but no later than 23-06-2023.

Contact: jippes@i-dna.org