



Support & Conversion Specialist

ABOUT US

Glemser (www.glemser.com) is an internationally recognized leader in the design, development and implementation of innovative IT solutions and services that enable life science companies to improve product quality, comply with regulatory requirements and gain operational efficiencies. With 25 years of experience, Glemser has a deep understanding of pharmaceutical business processes and the regulatory environment. Using our system development lifecycle for validated systems, our staff is able to deliver world-class solutions that directly address the unique business requirements of life sciences companies.

POSITION DESCRIPTION

The person in this position has two main roles. The first role is to provide software product maintenance and support to assure the delivery of quality services that meet or exceed customer requirements and expectations. The second role is to create XML files suitable for submission to the health authorities.

KEY RESPONSIBILITIES

- Perform user support and troubleshoot issues with Glemser software products.
- Manage support issues through resolution in a timely fashion
- Act as the primary customer contact for SPL conversion requests
- Create high quality SPL files as requested by clients

KEY QUALIFICATIONS

- Bachelor's degree in Computer Science or related field.
- Working knowledge of Java and Javascript programming languages and XML and XSL standards
- Excellent interpersonal, verbal and written communication skills
- Ability to work both independently and in a team
- Strong organizational skills and excellent attention to detail
- Experience with Documentum a plus

The marginal functions of this position have not been included. This job description in no way implies that these are the only duties to be performed. An employee will be required to follow any other job related duties required by the manager.