



Job Description

Solutions Consultant

Department:	Sales
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Type:	Permanent
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Location:	Amsterdam or Remote
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Hours:	36 - 40 per week
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Reports to:	Head of Sales
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Salary:	Competitive + bonus
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Posted:	August 2020
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Our Core Values



Achieve anything with a healthy and happy team



Push boundaries through direct communication and diversity



Act responsibly and protect the data



Amaze through user-friendly and rewarding experiences



Maximize research impact

About the role

At Castor, we're all committed to one purpose - faster, smarter, medical research. Our cloud based SaaS product is revolutionising data-capture for academic and commercial researchers worldwide. You've found yourself a company with a true purpose.

Our Business Development team are champions of creating new partnerships. As we move towards our next investment, we're on the lookout for a Solutions Consultant to join and support Castor in forming new clinical research partnerships.

In this role, you'll lead on the solutions consulting topic for Castor - providing technical guidance, support and advice as a technical EDC, epro and ecoa product expert. You'll proactively bring our solutions to the customer and truly maximise the impact of clinical research!

What you'll be doing

- Lead, develop and grow the solutions consulting topic at Castor
- Provide support and enablement to sales colleagues throughout the new customer life-cycle as a technical solutions expert
- Prepare presentations and software demonstrations
- Perform software demonstrations and advise customers around the features and capabilities of our products
- Supporting the technical aspects of RFP & RFI response process
- Collaborate with Product colleagues to maintain a thorough understanding of current and upcoming functionality and features
- Provide and ensure the translation of product feedback from customers
- Support Customer Success as a product expert with complex technical requests
- Be a go-to expert at Castor on our EDC solutions and clinical trial processes

What you'll bring

You'll definitely have:

- Working knowledge of the clinical research industry from sponsors to CROs and eClinical providers
- Technical knowledge of life science systems including EDC, ePRO, eCOA
- A strong understanding of the technical and regulatory needs around clinical research data management
- Experience of conducting digital/remote solutions demos
- A helpful and empathetic character with a drive and knack for problem resolution
- Excellent written, verbal, interpersonal and presentation skills
- Strong self-motivation and a passion for personal development
- Excellent emotional intelligence and great listening skills
- The ability to develop and thrive in a hands-on, fast-paced and dynamic startup culture

It would be good if you had:

- Expert knowledge of clinical trial processes
- Experience working in fast growing and changing environments

Your main contact for this vacancy:



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Talent Acquisition Manager

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