



We are the LORENZ Life Sciences Group – worldwide market leader for software solutions for digital exchange between the pharmaceutical industry and international authorities. More than 1050 customers in 38 countries around the world trust in the know-how and commitment of our approx. 100 employees worldwide, who work successfully at the interface between science and technology every day. Our products increase the efficiency of the drug approval process and make a direct contribution to making necessary therapies available to patients more quickly. Support us in improving the lives of people who are dependent on new drugs and therapies. **Become part of our successful team and grow with us as**

Regulatory Support Consultant

As a Regulatory Support Consultant with LORENZ's North American team, you will provide post implementation support to LORENZ's customers in the US and Canada.

Responsibilities:

- Serve as the first point of contact, answer and resolve questions coming into the LORENZ support line from calls, emails and/or current open tickets on a range of different LORENZ products and services.
- Be able to answer functional, technical and validation questions and explain to customers the differences if/when asked.
- Replicate the problem, walk the customer through his/her problem solving process, perform remote trouble shooting and inform customer of next steps
- Work within the current support processes and tools already in place. Accurately log and update tickets, and follow up with customers as needed
- Correctly identify and redirect issues, collaborate with account managers and development team members to facilitate customer satisfaction and follow up as needed.
- Manage customer communications with effective written and verbal communication skills.
- Work on other technically related projects as needed.

Requirements:

- Bachelor's Degree in Computer Science, Regulatory Affairs or other related discipline.
- 3+ years of experience as a Business System Analyst (strongly preferred) or related role in IT, regulatory affairs and regulatory information management, especially document management, submission management, product information/life cycle management.
- Expertise in "Client-server applications, virtualization platforms, database systems (SQL), PDF, cloud-based systems (AWS or Azzure) and XML Language
- Prior experience in validation processes and an understanding of validated environments, IQ, OQ and PQ documentation.
- High comfort level in communicating remotely and resolving issues under time pressure, sometimes with customers under extreme pressure.
- Ability to work independently and remotely.
- Knowledge of JIRA or similar issue management tool

We offer:

- A competitive salary
- Employee and family health and dental insurance
- Attractive vacation/holiday schedule
- Work flexibility/ability to balance work from home office

If you are interested in the position please send your application to hrnorthamerica@lorenz.cc