

Technical Customer Service Representative

About Polaris:

Polaris Management Partners (Polaris) is a management consulting and technology firm that provides consulting and IT services to the life science industry. Our clients include 14 of the 15 largest global pharmaceutical companies, as well as other smaller pharmaceutical firms, medical device and biotech firms.

We are a rapidly growing company with a highly entrepreneurial and collaborative culture. The Polaris team includes members with experience from top consulting firms (e.g., Accenture, McKinsey, Boston Consulting Group, Deloitte), and pharmaceutical firms (e.g., Pfizer, Merck).

Polaris provides range of consulting services, focusing on healthcare compliance, process optimization, process review and technology. Polaris has developed an industry reputation as an elite firm with specialized industry knowledge, experience and solutions.

All Polaris team members have the opportunity to experience diverse and challenging projects. We are committed to offering promotion opportunities based on individual merit.

General Responsibilities:

- Support clients' use of one of our custom web applications.
- Interact directly with Polaris' clients, primarily via telephone, to troubleshoot their use of the application.
- Recommend application changes to our consultants
- Understand clients' business policies and procedures. Both technical acumen and interpersonal communication skills are critical.

Candidate Profile:

- 2 – 4 years experience of technology support
- Comfort using and troubleshooting software applications
- Excellent customer service and communication skills
- Ability to interact with end users to understand problems
- Keep detailed records regarding problems, causes, and resolutions
- Understand business processes and their relation to technology
- Maintain a professional attitude when challenged by difficult situations
- Beginner or intermediate level experience with MS SQL (for basic queries) a plus but not a requirement
- A pharmaceutical, biotech, medical device, or medical education background, particularly in medical affairs or medical education, a plus but not a requirement.

Please send cover letter and resume with salary history to careers@polarismanagement.com