

<b>Position</b>	Solutions Engineer Level 1	<b>Home Department</b>	Trial Interactive
<b>Supervisor</b>	Solutions Engineering Team Lead	<b>Business Unit</b>	Trial Interactive
<b>Supervising</b>	N/A	<b>Location</b>	Global

## 1.0 OVERVIEW

This role reports to the Solutions Engineering Team Lead as well as the Director of Application Development. Solutions Engineers (SEs) at TransPerfect are passionate about product development, client requests for enhancements and the resolution of production issues.

## 2.0 DESCRIPTION

- Work with Client Service Representative and Solutions Engineer to resolve Trial Interactive Operations Escalations
- Assist with data migration with pre-defined utilities and processes
- Assist with PDC and IQ test scripts preparation and the execution
- Build and Execute QA scripts for migration and other special projects
- Write technical documentation about special projects and the new processes
- Execute database scripts for enhancements to the reporting system
- Assist Solutions Engineers in production server maintenance and new version deployments for applications
- Assist Solutions Engineers in building large scale, high availability systems for Enterprise Life Sciences Clients
- Create custom eLearning videos internally and for clients – on the eTMF and SSU modules
- Complete all other tasks that are deemed appropriate for this role and assigned by the manager/supervisor

## 3.0 REQUIRED SKILLS

- General knowledge of web application development, SOA, and how web services work
- General knowledge on how to troubleshoot application issues in a multi-tiered system, and TSQL scripting
- General knowledge of and course-work experience in the field
- Detail oriented with strong problem solving skills
- Superior written and spoken communication skills in English
- Proficiency in Microsoft Office (Word, Excel, Outlook), shell scripts
- Experience with Adobe applications, including Acrobat Professional, Reader, and Distiller
- Proficient with Windows Operating systems XP and higher
- Strong work ethic

## 4.0 REQUIRED EXPERIENCE AND QUALIFICATIONS

- Minimum Bachelor's Degree from a 4-year college or equivalent

## 5.0 DESIRED SKILLS AND EXPERIENCE

- Willingness to understand how MS SQL servers work
- Willingness to learn eClinical solutions
- General understanding of HTTP, REST, JSON, IIS 6, Web Services, and Web application development
- General understanding of MSSQL, TSQL, XML, and C#
- Scripting experience in shell scripts and Python



- Able to multitask in a fast-paced environment
- Work well with people from a variety of different backgrounds and cultures
- Build relationships with clients and co-workers
- Can work independently and as part of a team
- Take active measures to solve problems and commit to a high level of service