



**NEW CHALLENGES.**

**NEW OPPORTUNITIES.**

### ***Delivering First Class Clinical Packaging Solutions***

CSM is a global company with five sites across the U.S. and Europe dedicated to clinical trial supplies. Our innovative solutions highlight our flexibility in managing our clients' clinical trials and allow us to efficiently and quickly deliver medicines to patients in need. Regardless of the size or complexity of the project, CSM will expertly manage the clinical supply chain.

CSM's only focus is clinical trial supplies, which means 100% of our infrastructure is dedicated to making sure our clients' investigational medical products are packaged, labeled, and shipped on time and with the highest regard for quality. CSM is designed to be agile, which for clients translates to confidence that CSM is ready to meet their clinical trial needs regardless of conditions.

We understand our work within the clinical trial process could not happen without our dedicated employees.

Our growing company is currently seeking a highly motivated and enthusiastic

## **IT Coordinator**

### **Main Responsibilities**

- ▲ Tracking, completing, and providing timely updates on tasks and assigned work
- ▲ Acting as a customer-vendor liaison to follow-up on support as appropriate to ensure urgency
- ▲ Coordinating and utilizing vendor resources to complete onsite and remote technical support, system reviews, and problem resolution
- ▲ Ensuring consistent application version deployment across systems
- ▲ Assisting with technical planning, research, analysis and evaluations of various technologies and software to determine value, fit and complexity
- ▲ Creating and/or assisting with technical documentation of systems, processes and procedures
- ▲ Maximizing use of technology by: training users, interpreting instructions, answering questions
- ▲ Ensuring process and support work adhere to policies and procedures
- ▲ Creating and producing basic reports using tools such as Excel, Word and SharePoint
- ▲ Assisting in change management work and related procedures including communicating to stakeholders

### **Education & Experience**

- ▲ Associate or bachelor degree in computer related field and at least 1 year experience; or 2 or more years' IT experience within an Information Technology department
- ▲ Customer facing experience interacting with onsite and remote IT and technology integration teams

---

**This position is based in Fargo, ND.**

At CSM, we provide competitive compensation and a complete benefits package. If you have the desire to work hard and play your part in making a difference in the lives of patients participating in clinical trials, we want you to apply today by submitting your resume to: [apply@csmondemand.com](mailto:apply@csmondemand.com)





**NEW CHALLENGES.**

**NEW OPPORTUNITES.**

Our growing company is currently seeking a highly motivated and enthusiastic

## IT Coordinator

### Skills

- ▲ Self-motivated with a high level of initiative to work independently
- ▲ Ability to prioritize work in a fast paced, changing work environment
- ▲ Must have good analytical, problem solving and decision making skills
- ▲ Ability to multi-task and make sound judgements under pressure while working with limited data, facts and information
- ▲ Must be able to develop, produce and maintain high quality documentation
- ▲ Must possess a basic understanding of IT's business role, IT security principles and project management
- ▲ Excellent written, verbal and interpersonal communication skills are a must

### Computer Skills

- ▲ Microsoft Windows Operating Systems personal computer (PC) hardware
- ▲ Knowledge of all Microsoft Office products such as Word, Excel, Outlook, PowerPoint, Visio, is a must
- ▲ Basic understating of computer networking and related equipment such as Wi-Fi and switches, software development, telephone systems, Microsoft Active Directory, Microsoft Office 365, and Microsoft Azure

---

**This position is based in Fargo, ND.**



At CSM, we provide competitive compensation and a complete benefits package. If you have the desire to work hard and play your part in making a difference in the lives of patients participating in clinical trials, we want you to apply today by submitting your resume to: [apply@csmondemand.com](mailto:apply@csmondemand.com)