

Pinnacle 21 is an established clinical trial technology company that builds software to streamline the drug approval process, bringing life-saving medicines to patients faster.

Customer Success Manager, Pinnacle 21 Japan

Pinnacle 21 is a Philadelphia-based, established clinical technology industry leader in software and services for managing clinical trial data standards compliance, clinical data quality, and health authority submission readiness. Pinnacle 21 works with the PMDA, FDA, and global pharmaceutical sponsors and clinical research organizations to implement and support a go-to platform to validate clinical data in effort to help revolutionize the speed and efficiency of the Review Process. We are focused on ensuring continued compliance and data fitness for our clients.

Work that matters Our teams work with the life sciences industry to streamline the drug approval process, bringing life-saving medicines to patients that need them. We need to ensure everyone is informed, educated, and in sync to allow for a seamless and collaborative work experience.

Work autonomously Enjoy an autonomous environment, where we'll support your continuous improvement and foster your capabilities to manage ownership of multiple areas and projects in order to continually grow your skillset.

Global footprint We support a community of users from countries across the world that widely regard our software as the industry standard for clinical submission preparation.

What you'll be doing

As we focus on continuing to expand our user base in that region, you'll be tasked with representing our mission and value to the Japanese clinical market. The **Customer Success Manager** will manage and coordinate a broad range of activities in assistance of our Japanese Country Manager. These activities include engaging with our expanding Japanese customer base, supporting Japanese business development activities, gathering product feedback/requirements, and serving as a liaison to the Japanese health authority.

- Establish strategic relationships with users, stakeholders, and partners
- Provide product feedback and requirements from Japanese client base to Product Management team
- Provide first-tier support for Japanese speaking clients and help communicate information to Pinnacle 21 Support
- Participate/present at conferences, user groups, webinars, thought leadership and other presentations as a Pinnacle 21 representative
- Support business development activities across Japan and other Asian markets
- Work in close coordination with home office departments (Engineering, Product Management, Customer Success, etc) to ensure products meet Japanese market demands

What we're looking for

Must

- 4+ years of experience within clinical statistical programming
- Have ability to prepare and manage SDTM and ADaM datasets
- Knowledge and experience within network protocols, software, and hardware involved in cloud networking configuration and management
- Be bilingual in Japanese and English
- Excellent project management and leadership skills
- Anticipate and resolve issues independently with the understanding of when to seek assistance
- Strong attention to detail, organization and time management skills
- Ability to work as a team player with multi-disciplinary project teams

Plus

- Be able to travel internationally and to client sites

A bit about us

Pinnacle 21 is an established clinical technology company making a big impact on regulatory review processes. Our flagship software provides the biopharmaceutical industry with the key to a fast, efficient drug review process. It's this technology that drives FDA's 21st Century

Review Initiative, ensuring that submission data is compliant, useful and ready for review — which enables a more efficient review process. Our Great Place to Work certified workplace is constantly looking for new, motivated team members to come help us revolutionize clinical trials.