

## Technical Coordinator, San Diego

For over 25 years, ScienceMedia Inc has been at the forefront of delivering innovative, multimedia learning solutions aimed at improving clinical competency across all functional areas in the world's leading life sciences organizations. ScienceMedia Inc draws on its expert team of clinical writers, instructional designers, and multimedia artists to produce impactful training on the highest risk areas of a clinical trial. SMi Trial™ mitigates clinical risk and decreases trial cost by optimizing study compliance throughout the lifetime of your clinical trial. SMi Source is a mobile-enabled, cloud-based science education library that provides 16,000+ microlearning topics and 400+ full courses covering a vast catalog of disease and therapeutic areas.

Change the conduct of clinical trials. Join ScienceMedia Inc to lead the expansion of its clinical training product, SMi Trial, which trains site personnel on the protocol with effective multimedia, clinical scenarios, and comprehension measures, resulting in fewer significant protocol deviations, higher quality data, and more evaluable subjects. SMi Trial reduces costs and shortens clinical trials. This leadership role will expand SMi Trial's features, impact, and proof points so that this approach becomes the new normal in the conduct of clinical trials.

### Essential Responsibilities:

**Content.** Our starting content is multimedia with support files (e.g., storyboards and HTML5 content) that is curated to enter into SMi Source. The content ownership entails the following.

- Understand various file formats, recognize the roles each file plays in-app, and curate subject matter appropriately
- Metadata entry and production of derivative files (MP4s, thumbnails, PDFs, ...)
- Run and understand content / database checks; problem solve as needed
- Run regular content uploads into the production system

**Customer Support** for SMi Source. By learning the types of content and the application use cases, this candidate will have the best knowledge to own the following.

- Setup company accounts and trials
- Host web meetings to problem solve technical issues; facilitate scheduling with support team.
  - Interface with and problem solve client questions.
  - Final QC test of new application features with periodic regression testing.
- Run monthly or quarterly SMi Source User and Usage reports for existing customers
- Export lessons from SMi Source and test.
- Deliver new lessons to existing customers on quarterly basis
- Support marketing efforts, as needed
  - Assist with Salesforce/Pardot coordination

### E-Learning Support:

- Perform functional tests on eLearning products; identify obstacles to publishing accurate, error-free, products that meet client needs
- Support the curation of SMi Source content:
  - Close out projects in preparation for SMi Source

- Manage links and file structure
  - Run reports
- Ensure all work is conducted in accordance with the standard company development and validation processes

**Required Skills/Experience:**

- Knowledge in Adobe Photoshop, Illustrator, Flash/Animate, and After Effects
- Understanding of learning management systems
- Excellent communication skills
- Excellent multi-tasking, analytical, and organizational skills
- High level attention to detail
- Strong time management skills to meet deadlines

**Benefits:**

- Competitive base compensation plus bonus and stock options
- PTO & paid holidays
- Company assisted medical and dental insurance coverage
- 401K
- Educational Assistance for continuing education
- Casual dress code
- Teamwork environment
- Quarterly social events

To apply, please send resumes and cover letter to [recruiting@sciencemedia.com](mailto:recruiting@sciencemedia.com). This is an in-house position, freelance candidates will not be considered.

Job Type: Full-time

Job Location: San Diego, CA