WHO WE ARE

Cerba Research provides the highest quality specialized laboratory and diagnostic solutions while leveraging patient data and scientific insight to shape and advance clinical trials. With our global footprint and access to leading regional labs, data, patients, technology, and partnered resources, we support global biotech, pharma, and IVD organizations to improve the lives of patients around the world.

From the translation of preclinical to clinical, through commercialization, our expert scientists collaborate with you to optimize your therapeutic development and obtain critical insights earlier. We help accelerate your therapies through the development of highly specialized custom assays, deep biomarker expertise, and a passion for scientific innovation across complex therapeutic areas. Our global network of leading, specialty laboratories ensures you have access to quality data and can reach your patients. Together, we’ll improve patients’ lives around the globe.

WHO YOU ARE

The Process Analyst will assist both the business units and the business application team with the analysis of the processes related to the Clinical Trial Management System (CTMS), taking into account the overall company architecture (data, application and infrastructure).

RESPONSIBILITIES

Map and maintain existing process flows (as-is)

- Analyse existing processes in close cooperation with business stakeholders and key users
- Organise workshops to go through the processes and have the validation of the actors
- Displays clearly the interaction between people and different applications within the same process
- Search for an agreement with people on how things work (objective standpoint)
- Identify points of improvements and risks
- Identify points to leverage for the company’s growth
Improve existing processes
- Put together existing processes and identify redundancies and possible improvements
- Streamline, simplify and scale processes

Design new processes (to-be)
- Propose solutions based on the as-is analysis and company’s targets
- Fit the requirements into one big picture: a program, a process or a project
- Draw the to-be situation

Translate business requirements into specifications
- Understand and analyse the business demands
- Translate the requirements into specific IT improvements
- Produce, publish and keep up to date documentation
- Support the other business and process analysts
- Work with the development team and external partners building solutions
- Verify the completeness of the delivered solution
- Report on integration projects towards business

Work closely with business stakeholders and process actors
- Deliver input to the business with respect to possible alternatives for automation projects
- Quantify the gain in efficiency and cost saving by improving processes
- Help in justifying the return of investment
- Assure open communication and sound collaboration between business and IT
- Participate actively in functional workgroups
- Assist the business in the acceptance of the solution

Improve the overall functional integration of the different applications
- Explain, argument and defend the functional integration of the different manual and automatic processes, using different tools, within a specific domain
- Act as spokesperson and reference for systems and processes within a given domain
- Validate change requests (facilitates, supports and follows up their execution)

REQUIREMENTS
- Bachelor/Master in information technology or computer sciences or equivalent through experience
- In depth functional knowledge of the business processes and systems in a given domain
- Knowledge of used technologies in the implementation of domain specific systems
- Knowledge of the enterprise architecture
- Practical knowledge of the business processes and their IT impact
- Knowledge of all system functionalities and their interactions
- Knowledge of commonly appropriate software (Office, Visio, BPMN, UML,...)
- Strong customer focus and service-oriented attitude
- Take initiative, work independently and like to learn new things
- Good communication skills and result driven
- Team player
- Strong analytical skills
- Conceptual thinking
- Flexible and stress-resistant
- Multilingual Dutch, English and/or French