



Job Posting: Digital Solutions Specialist

About Impetus Digital

Based in Toronto, Impetus Digital is the spark behind sustained healthcare stakeholder collaboration, education, and insight synthesis. Our best-in-class technology and professional services ensure that life science organizations around the world can easily and cost-effectively collaborate—from brand or idea discovery to development, commercialization, execution, and beyond—with their colleagues, customers, healthcare providers, payers, and patients virtually.

Learn more about our company and services here: <https://www.impetusdigital.com>

Job Description

Digital Solutions Specialists at Impetus Digital take a leading role in crafting virtual collaboration experiences for life science clients around the world. Our virtual collaboration tools consist of asynchronous and synchronous touchpoints or events via our secure [collaboration platform](#). As a Digital Solution Specialist, you will be responsible for supporting our multimedia-, content development-, and data management-related [Digital Services](#).

Synchronous virtual event production at Impetus is the orchestration of an engaging and efficient web meeting or live broadcast experience. It is part of our [Interactive Web Meetings](#) service and supports healthcare advisory boards, internal life science product launches, medical education meetings, hackathons, virtual conferences, and more. Key tasks involve presentation and collateral design, displaying content on-screen, supervising meeting breakout rooms, verbally presenting technical overviews of a platform's features and assisting with moment-to-moment troubleshooting, programming and launching meeting polls, monitoring webinar Q&A, helping attendees troubleshoot technical issues, co-developing production agendas and event flow, synchronizing with co-hosts behind the scenes, coordinating with agencies and real-time translators/interpreters, video editing and publishing, and compiling post-meeting reports in a variety of digital and print formats.

Our asynchronous virtual events are programmed and managed through our comprehensive Impetus InSite Platform®, which comprises a variety of cutting-edge asynchronous collaboration tools that allow participants to easily and effectively communicate and collaborate, at the place and time that suits them best. As a Digital Solutions Specialist, you will be responsible for understanding the backend of our platform and becoming the expert for your projects. Key tasks involve programming and launching each event, project management, email design and outreach to participants, helping attendees troubleshoot technical issues on the fly, occasional video editing and publishing, file management, and compiling post-event reports in a variety of digital and print formats.

Digital Solutions Specialists most importantly follow project plans with precision and work collaboratively with their team to WOW clients. Experience in digital project coordination, content design, and customer service/support, as well as command of the English language, both written and verbal, are required.



Experience presenting to large audiences and confidence presenting on camera are strong assets.

There is lots of room for growth as we continue to expand around the world! Additionally, we are proud to offer a fully remote working environment, a competitive salary, bonus plans, health benefits, extra vacation time, and educational opportunities.

Skills, Qualifications, and Demeanor

The successful candidate will bring 1-3 years of relevant work experience and a relevant educational background. They will also be **technically savvy, customer service - , design-, and process-oriented**, and be a **strong English communicator**. In addition, the following attributes are required:

- **Project management:** The candidate must demonstrate the ability to analyze requirements, create project plans, and communicate effectively to project stakeholders. In addition they must be able to think ahead and prioritize their work efficiently.
- **Agility:** The candidate must demonstrate the ability to juggle numerous projects in a fast-paced environment while still executing with precision.
- **Quick learner:** The candidate must demonstrate the ability to learn new tools, skills, and concepts quickly.
- **Self-starter:** The candidate must be self-motivated, work well independently, as well as in teams.
- **Analytical:** The candidate must demonstrate critical thinking skills, e.g. to predict customer needs based on cues and past experiences.
- **Zen:** The candidate must demonstrate the ability to remain calm and collected in high-pressure situations, especially when troubleshooting technical problems that arise during virtual events.
- **Organized and decentralized:** The candidate must be able to stay organized within multiple platforms, and be willing to disseminate knowledge, to benefit the team.

Assets include:

- Proficiency with both G Suite and Microsoft Office (including spreadsheet proficiency)
- Experience with Adobe CS (including content design and video editing)
- Skilled in HTML/CSS
- Knowledgeable and versed with using Windows, Mac, iOS, and Android operating systems
- A dependable high-speed internet connection is required
- Experience with broadcasting or livestream hardware/software suites (e.g. TriCaster, OBS, vMix, WireCast)
- Ability to speak charismatically and comfortably on camera, to facilitate presentations/tutorials

Nice-to-haves:

- Basic-level French language skills are beneficial but not required
- No medical/healthcare experience is required, but familiarity with the pharmaceutical/healthcare sectors is beneficial

Please send your resume and cover letter by **August 30, 2023**
to Alyssia Grant at agrant@impetusdigital.com