



4G Clinical

#JOB-2427486

Fenward House, Arkle Road, Sandyford Bus
Pk, Dublin 18, D18 RK25

No of positions : 1

Paid Position

40 hours per week

35000.00-36000.00 Euro Monthly

07/01/2026

04/02/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

URL :

<https://careers.4gclinical.com/>



Open your camera
app & point here
to view this ad
online



Customer Service Associate I (Chinese & English Speaking)

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Responsibilities

Work with our customer bases and in particular our Chinese customer base to provide technical support relating to the Prancer application's features and functionalities, to ensure their needs are managed to the highest level of satisfaction and any issues or problems are addressed promptly and professionally to retain business

Provide Unblinding Support, perform unblinding procedures for sensitive user data as required for specific client support needs

Native-level speaker of Chinese and professional-level proficiency in English

Communicate complex technical concepts clearly and concisely in the system user's native language

Assist in creating and translating IT user support documentation, FAQs, and user guides into Chinese

Complete specialized training to gain deep expertise in the Prancer application's features and functionalities. This includes understanding the Prancer application's UI and Admin UI to provide higher-level technical support and guidance for the Prancer's system

Responsible for handling calls from new and existing customers regarding a variety of requests

Respond to customer needs in a timely manner and take immediate action to address issues as they arise

Troubleshoot customer requests by clarifying, researching, implementing technical support solutions, and escalation of High or Urgent requests

Ensure communication is properly documented in the Event Tracking tool

Perform other duties as identified by the CSA III, CCA, Manager or Director

Participate in all required job training and development courses and seminars

Assist with system testing

Requirements

Education: High school diploma or equivalent required. Currently pursuing or holding a degree in healthcare, computer science, business, communication, or information technology, or equivalent experience/diploma is a plus

Experience: 2–4 years of relevant customer service experience in a professional setting, ideally in a technical or life sciences environment

Language Proficiency: Native-level fluency in Chinese and professional-level proficiency in English (written and spoken) required

IT proficiency: Demonstrated ability in customer service, troubleshooting, and problem resolution

Collaboration: Strong interpersonal skills with proven ability to work independently as well as in a team environment

Attention to Detail: Track record of accuracy, thoroughness, and accountability in work

Clinical Trials: Familiarity with clinical trials preferred, but not required

Other Skills/Requirements

Motivated to work in a fast paced constantly changing environment

Excellent interpersonal skills and ability to work well in a virtual team environment

Strong organisational skills and the ability to meet goals with accuracy

Excellent listening, oral and written communication skills

The ability to escalate in a professional manner

Strong working knowledge of MAC or Windows Applications

Professional phone presence

Compensation: Minimum €35,000

- This vacancy is suitable for Remote/Blended working
- **Sector:** professional, scientific and technical activities

Career Level

- Entry Level