



1501 Wilson Blvd. Suite 910
Arlington, VA 22209
952-314-1255
www.mdic.org & www.nestcc.org

Title: Systems Coordinator	Job Code: Full Time Exempt
Reports to: Chief of Staff, NESTcc	Revision Date: July 2019

Organization Overview

The Medical Device Innovation Consortium (MDIC) is the first-ever 501(c)3 public-private partnership created with the sole objective of advancing medical device regulatory science for patient benefit. As a membership-based organization, MDIC brings together representatives of the Food and Drug Administration (FDA), National Institutes of Health (NIH), Centers for Medicare & Medicaid Services (CMS), industry, non-profits, and patient organizations to improve the processes for development, assessment, and review of new medical technologies. Our work is unique and complementary to trade associations such as the Advanced Medical Technology Association (AdvaMed) and the Medical Device Manufacturers Association (MDMA). Members of MDIC share a vision of providing U.S. patients with timely access to high-quality, safe, and effective medical devices.

In September 2016, the FDA awarded a grant for the National Evaluation System for health Technology Coordinating Center (NESTcc) to MDIC. The mission of NESTcc is to accelerate the development and translation of new and safe health technologies, leveraging Real-World Evidence (RWE) and innovative research. Stakeholders across the medical device ecosystem stand to benefit from improved use of RWE generated in the routine course of care.

Position Overview

The Systems Coordinator will report to the Chief of Staff and provide systems support for NESTcc activities to advance the development and translation of new and safe health technologies, leveraging Real-World Evidence (RWE) and innovative research.

While working collaboratively with the NESTcc team on overall program objectives, this position will primarily support the development, implementation, and utilization of various systems. The NESTcc Data Network launched in Spring 2018 with an initial set of Network Collaborators (<https://nestcc.org/about/network-collaborators/>) and is currently being tested through twenty awarded NESTcc Test-Cases (<https://nestcc.org/test-cases/>). The effective management of these projects—and new incoming requests—is reliant on the effective utilization of systems including Salesforce, WizeHive/Zengine, and Pardot. The Systems Coordinator will support system development, as well as ongoing system and data management, and internal and external customer service support for each system for the NESTcc initiative at MDIC.

Objectives and Responsibilities

1. System Development

- Support the design and continuous improvement of NESTcc systems, including Salesforce for client relationship management and WizeHive/Zengine for project intake, review, and award management

- Build WizeHive/Zengine portals for new opportunities or process stages, for example supporting the launch of a new targeted funding opportunity
- Support the development of NESTcc utilization of Salesforce
- Test, quality-check, and proofread documents to ensure consistency and accuracy across communications
- Iterate on system design, processes, and/or functionality to improve user experience and data integration between systems

2. System Management

- Support the management within MDIC systems for the NESTcc team, including Pardot, Salesforce, and WizeHive/Zengine
- Conduct data entry and validation of systems data, maintaining version control
- Enter data to support business development and partnership engagement activities, including reviewing and entering contact information, assuring data accuracy, and supporting the development of Salesforce campaigns
- Contribute to team discussions around data collection, preparation, and visualization
- Prepare reports and dashboards, pulling and synthesizing data to support the NESTcc leadership activities

3. System Support

- Understand the capabilities and functionalities of the systems, including staying up-to-date on system enhancements
- Respond to support inquiries or triage appropriately
- Train team members for appropriate systems usage
- Work collaboratively with team members to provide the necessary training documents for external system users
- Collaborate with project teams to ensure alignment of system functionality with the system objectives
- Collect feedback on systems and offer suggestions for improvements based on inquiries from system users and data

Requirements

- Bachelor of Science/Arts degree with 1-3 years' work experience
- Interest in working at a funding organization, the healthcare sector, and/or medical device industry
- Solution-oriented and intellectually curious, with an ability to develop process pathways and think creatively towards solving challenging operational challenges
- Enthusiasm for learning new software, systems, and processes
- Familiarity with Salesforce, WizeHive/Zengine, and/or grants management and client relationship management tools (CRMs)
- Excellent customer service skills
- Use and maintain strict confidentiality, discretion, and judgment in dealing with confidential, sensitive and controversial issues in all aspects of work



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- Excellent verbal and written communication skills with the ability to write succinctly and quickly and comfort to interact both personally and professionally with staff and Board members, stakeholders, and external executives
- Successful multi-tasker with a problem-solving mindset who can manage immediate, short-term, and long-term projects simultaneously in a fast-paced environment
- Highly organized, detail-oriented, and takes initiative
- Ability to be flexible and work independently and collaboratively as a team within a dynamic, start-up work environment that includes virtual team members
- Experience with a variety of web-based tools including Box.com and Microsoft Office Suite (i.e. Outlook, Word, Excel, PowerPoint) and ability to adapt to new collaborative technologies as they become available
- Experience creating and populating dashboards
- Self-directed, team-player with sense of humor

Reporting Relationships

- The employee will report to the NESTcc Chief of Staff.
- This employee will work closely with the full NESTcc team and MDIC communications team.

NOTE: This scope of services is not intended to be all-inclusive. Individual may be asked to perform other related duties as required to meet the ongoing needs of the organization.

To apply, please submit a resume and cover letter by email to: careers@mdic.org