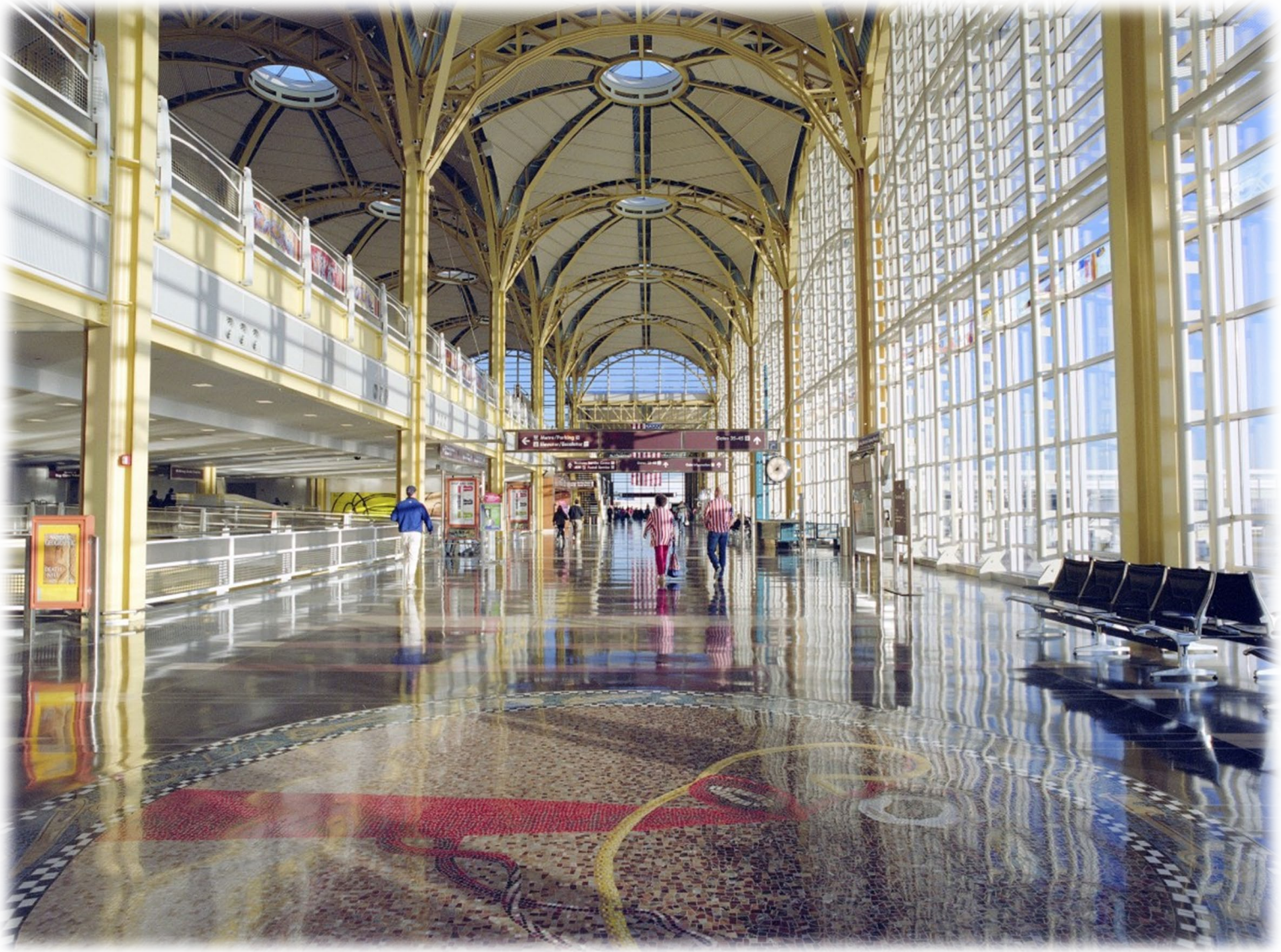
From Mapping Your Pathway to Traversing a Career



AN AIRPORT CONCOURSE MODEL ILLUSTRATING CAREERS IN THE CLINICAL RESEARCH ENTERPRISE

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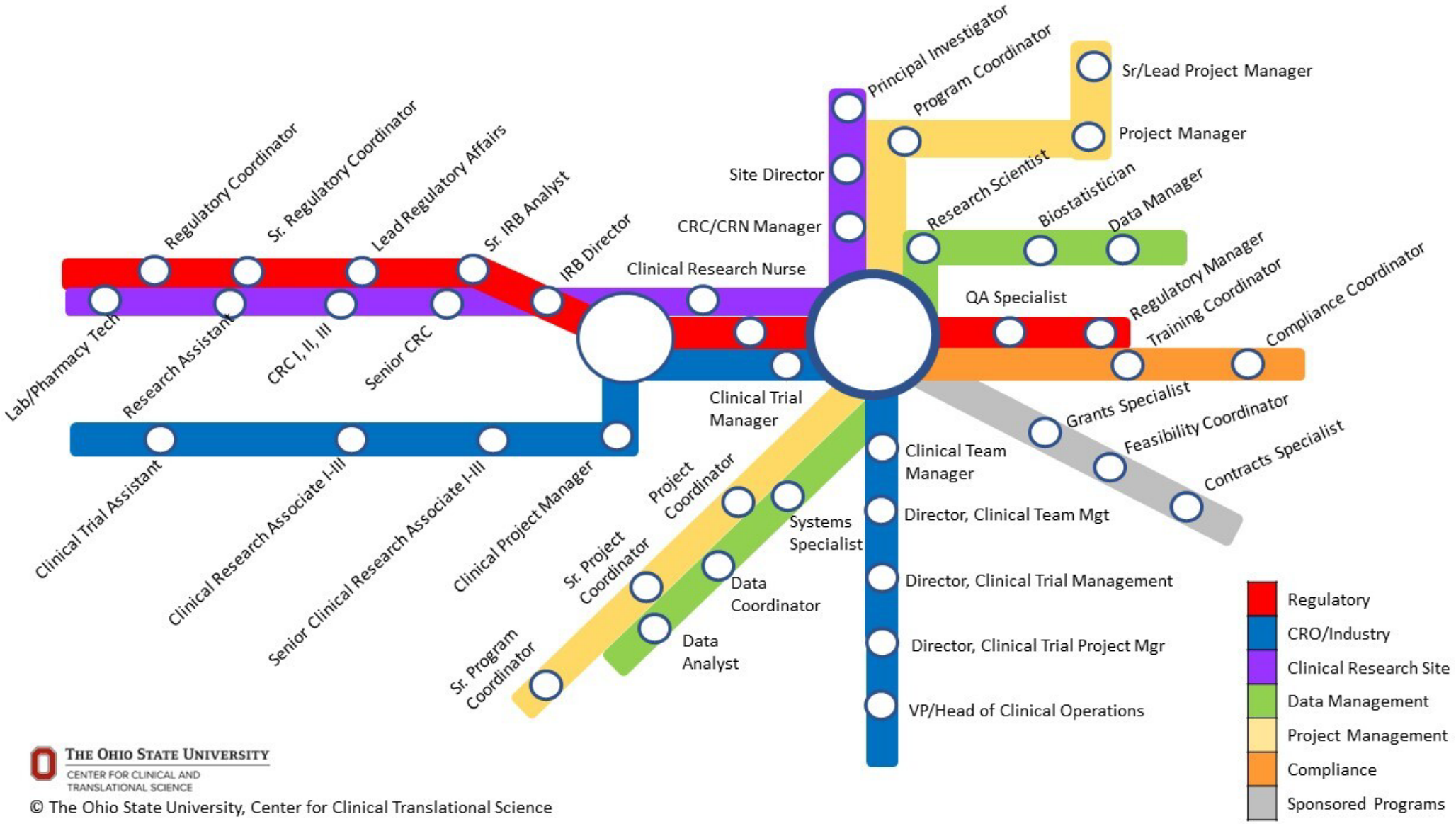
Career Concourses using Large Airport Design

The purpose of this project is to:

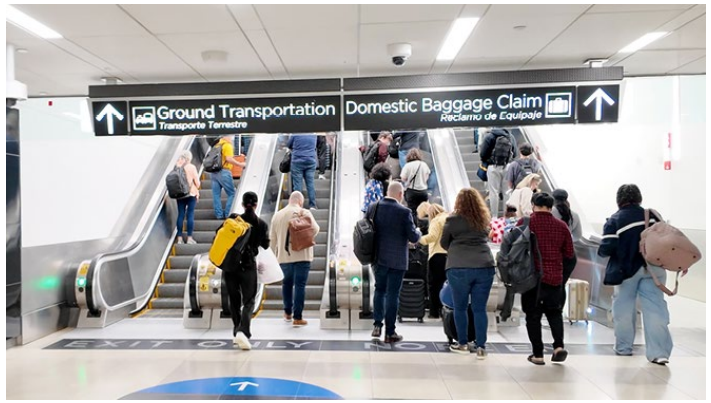
- Describe career (job titles) opportunities in clinical research across the career lifespan and across the employers in the clinical research enterprise.
- Our earlier Subway Map Model (Fritter & Jones, 2023), was an initial attempt to illustrate the breadth of potential roles that an individual could ascend to in their careers but was a less comprehensive list.
- In this project expansion, Concourses A-G represent types of clinical research employers (Pharma Drugs, Pharma Biotech, Pharma Device, CROs, AMC Sites, Commercial IRBs, Tech solutions) and a new attempt to cover the broader range of career opportunities.
- Many concourses have more complex roadmaps (departmental). For instance- the AMC Site has: Clinical, Regulatory/Compliance, Data Management, IRBs, Sponsored Projects and Management ladders).
- The “Concourse Train” is used as an illustration for traversing a career path (from one concourse to another or within a concourse across departments) using our revised “airport model”.

Subway Model for Clinical Research Career Pathways



THE OHIO STATE UNIVERSITY
CENTER FOR CLINICAL AND TRANSLATIONAL SCIENCE

Fritter, J., **Jones, C**. (2023) Mapping the pathway to take control of your clinical research career. *Clinical Researcher*, 27(5).

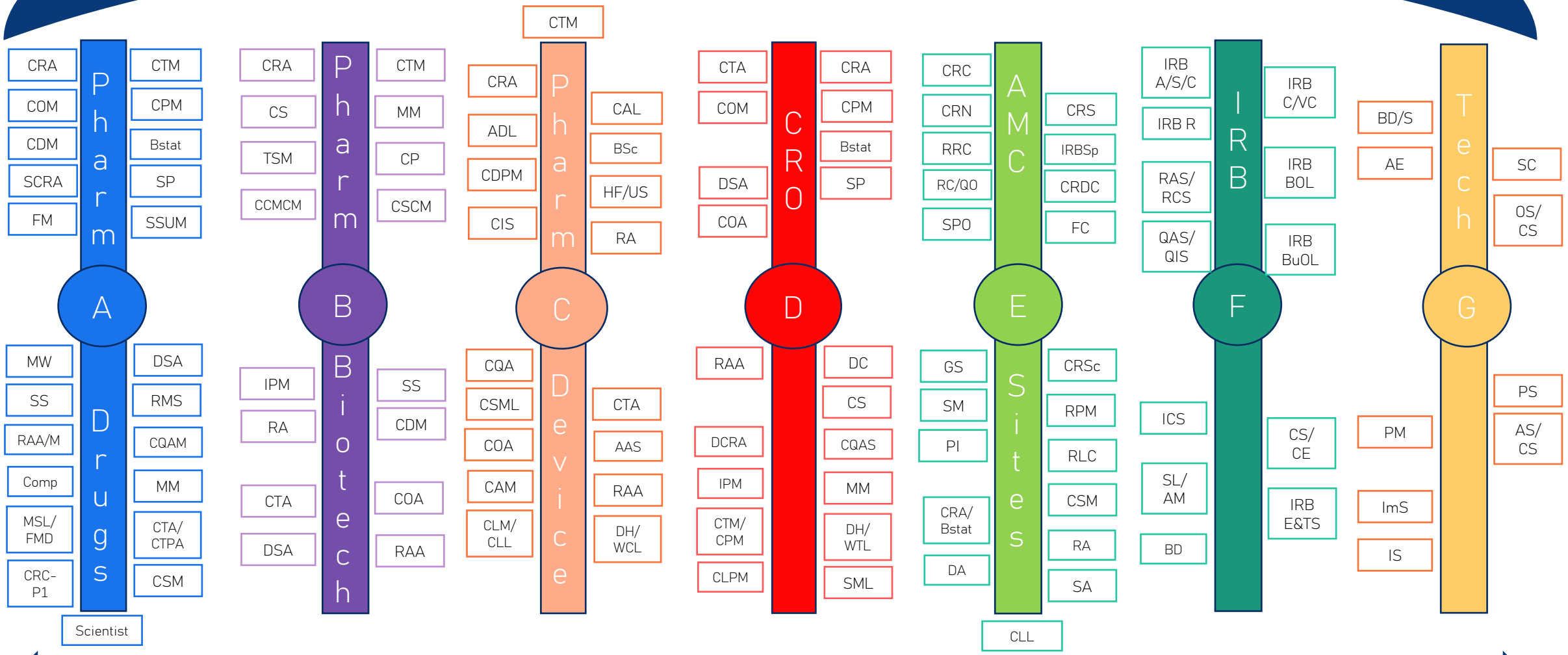


Traversing a Career

The “Concourse Train” under the “career airport” is the way individuals may travel forward in their careers from one concourse to another, or, within a concourse. Factors that influence progression from one job category or within a job category include:

- Education
- Experience
- Training
- Certifications
- Individualized Development Planning (IDPs)
- Mentoring
- Passion/driver

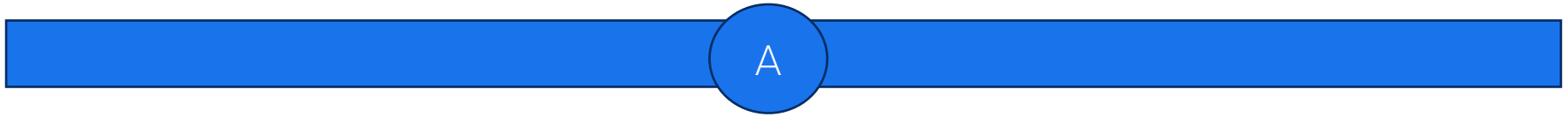
Career Concourse- Clinical Research Enterprise



A

Careers in Pharma- Drugs

- Clinical Research Associate (CRA)
  - Monitors clinical trial sites to ensure protocol adherence, data accuracy, and regulatory compliance. Acts as the primary liaison between the sponsor and study sites.
- Senior CRA (SCRA)
  - Oversees complex or high-priority clinical sites, providing advanced monitoring, mentorship to junior CRAs, and expertise in resolving site-level issues.
- Clinical Trial Manager (CTM)
  - Manages day-to-day execution of clinical trials by overseeing timelines, vendors, budgets, and cross-functional team deliverables. Ensures trials operate efficiently and according to regulatory standards.
- Clinical Operations Manager (COM)
  - Leads clinical operations teams, establishing operational strategy, resource planning, and oversight of trial execution across multiple studies or programs.



Careers in Pharma- Drugs

- Clinical Project Manager (CPM)
  - Plans, leads, and manages the full lifecycle of clinical projects, ensuring milestones, quality standards, and regulatory requirements are met within budget and timelines.
- Clinical Data Manager (CDM)
  - Designs data capture tools, oversees data cleaning and validation, and ensures delivery of high-quality clinical datasets for analysis.
- Biostatistician (Bstats)
  - Develops statistical analysis plans, designs study methodologies, and interprets clinical data to support trial conclusions and regulatory submissions.
- Statistical Programmer (SP)
  - Creates and validates statistical programs (e.g., in SAS) used to analyze clinical trial data, generate tables/listings/figures (TLFs), and support regulatory submissions.

A

Careers in Pharma- Drugs

- Clinical Scientist (Scientist)
  - Provides scientific leadership to clinical studies by developing protocols, reviewing clinical data, and ensuring scientific rigor throughout trial execution.
- Feasibility Manager (FM)
  - Leads feasibility assessments to determine study viability, including site selection, patient population analysis, and competitive landscape evaluation.
- Study Start Up Manager (SSUM)
  - Oversees all start-up activities—such as regulatory submissions, ethics approvals, and contract execution—to ensure sites are activated efficiently.
- Medical Writer (MW)
  - Develops clinical and regulatory documents including protocols, study reports, investigator brochures, and submission materials with clarity and compliance.

A

Careers in Pharma- Drugs

- Drug Safety Associate (DSA)
  - Collects, processes, and tracks adverse event reports from clinical trials or marketed products, ensuring accurate documentation and timely reporting. Supports compliance with global pharmacovigilance regulations.
- Safety Scientist (SS)
  - Analyzes safety data, identifies potential safety signals, and contributes to risk assessments throughout a product's lifecycle. Prepares safety reports and collaborates with medical and regulatory teams on safety strategy.
- Risk Management Specialist (RMS)
  - Develops and implements risk management plans and safety mitigation strategies to reduce patient risk. Monitors safety outcomes and ensures compliance with regulatory risk-minimization requirements.
- Regulatory Affairs Associate/manager (RAA/RAM)
  - Prepares, reviews, and manages regulatory submissions (e.g., INDs, CTAs, NDAs) to health authorities. Ensures clinical and manufacturing teams comply with changing global regulatory standards.

A

Careers in Pharma- Drugs

- Clinical Quality Assurance Manager (CQAM)
  - Oversees quality systems and conducts audits of clinical sites, vendors, and internal processes to ensure GCP compliance. Leads corrective and preventive action (CAPA) plans to maintain trial quality.
- Compliance Specialist (Comp Spec)
  - Ensures clinical teams follow internal policies, GCP/GxP regulations, and industry standards. Monitors processes, conducts compliance training, and helps resolve regulatory issues.
- Medical Monitor (MM)
  - Provides medical oversight for clinical trials, reviewing safety data, answering protocol-related medical questions, and ensuring patient safety. Supports study design, dosing decisions, and clinical risk management.
- Medical Science Liaison/Field Medical Director (MSL/FMD)
  - Serves as the scientific and clinical expert in the field, engaging with healthcare professionals to share evidence-based information. Supports clinical trial awareness, real-world insights, and education on the company's therapies.

A

Careers in Pharma- Drugs

- Clinical Trial Assistant/Project Assistant (CTA/CTPA)
  - Provides administrative and operational support to clinical trial teams, including document management, meeting coordination, and tracking study activities. Helps maintain the Trial Master File and supports daily study operations.
- Clinical Research Coordinator (for phase 1 units) (CRC-phase1)
  - Coordinates and conducts early-phase clinical trial procedures within a Phase 1 research unit, including participant screening, study visits, dosing, and sample collection. Ensures accurate data capture and protocol adherence.
- Clinical Supplies Manager (CSM)
  - Manages forecasting, packaging, labeling, distribution, and inventory of investigational products for clinical trials. Ensures timely delivery of study drug to global sites while maintaining regulatory and temperature-control requirements.

B

Careers in Pharma- Biotech/Biologics

- Clinical Research Associate (CRA)
  - Monitors clinical trial sites to ensure protocols, data collection, and regulatory requirements are followed. Serves as the key liaison between study sites and the sponsor.
- Clinical Trial Manager (CTM)
  - Oversees the planning and day-to-day operational execution of clinical trials, ensuring timelines, budgets, and quality standards are met. Coordinates cross-functional teams and vendor activities.
- Clinical Scientist (CS)
  - Provides scientific leadership for clinical studies by supporting protocol development, reviewing clinical data, and interpreting study results. Collaborates closely with clinical operations and medical teams to ensure scientific rigor.
- Medical Monitor (MM)
  - Provides medical oversight for clinical trials, including safety review, eligibility decisions, and guidance on protocol-related medical questions. Ensures participant safety and clinical integrity throughout the study.

B

Careers in Pharma- Biotech/Biologics

- Translational Medicine Scientist (TSM)
  - Bridges preclinical and clinical research by identifying biomarkers, designing early-phase studies, and interpreting pharmacodynamic and mechanistic data. Helps translate scientific discoveries into clinically actionable strategies.
- Clinical Pharmacologist (CP)
  - Designs and analyzes pharmacokinetic (PK) and pharmacodynamic (PD) studies to understand drug behavior in humans. Supports dose selection, exposure-response modeling, and regulatory submissions.
- Clinical CMC Manager (CCMCM)
  - Coordinates the Chemistry, Manufacturing, and Controls (CMC) activities required to support clinical trials, including drug product development, quality documentation, and regulatory filings. Ensures investigational product supply and CMC compliance throughout clinical phases.

B

Careers in Pharma- Biotech/Biologics

- Clinical Supply Chain Manager (CSCM)
  - Oversees the planning, forecasting, packaging, and distribution of investigational products for clinical trials. Ensures global study drug supply is timely, compliant, and aligned with trial needs.
- Investigational Product Manager (IPM)
  - Manages the lifecycle of investigational drug products, including labeling, release, accountability, and returns. Ensures GMP and GCP compliance while coordinating with supply, quality, and clinical teams.
- Safety Scientist (SS)
  - Analyzes clinical and post-marketing safety data to identify potential safety signals and trends. Contributes to safety reports, risk assessments, and regulatory safety submissions.
- Regulatory Affairs (RA)
  - Leads regulatory strategy and prepares submissions required to initiate and maintain clinical trials, such as INDs, CTAs, and amendments. Ensures alignment with global regulatory guidelines throughout development.

B

Careers in Pharma- Biotech/Biologics

- Clinical Data Manager (CDM)
  - Designs electronic case report forms, manages data cleaning and validation, and ensures accurate, high-quality clinical datasets. Oversees data flow from site entry to database lock.
- Clinical Trial Assistant (CTA)
  - Provides administrative and operational support to clinical study teams, including document management, meeting coordination, and TMF maintenance. Helps track study activities and supports site-facing processes.
- Clinical Operations Associate (COA)
  - Supports daily clinical operations tasks such as site communications, tracking study metrics, and assisting with vendor coordination. Helps ensure trial activities remain on schedule and compliant.
- Drug Safety Associate (DSA)
  - Collects, processes, and tracks adverse event reports from clinical trials or marketed products. Ensures timely and compliant safety reporting to regulatory authorities and internal teams.
- Regulatory Affairs Associate (RAA)
  - Supports the preparation and submission of regulatory documents and assists in maintaining compliance with regulatory agency requirements. Coordinates updates, amendments, and responses to health authority queries.

C

Careers in Pharma- Device/Assays

- Clinical Trial Manager (CTM)
  - Leads the planning and operational execution of medical device clinical trials, ensuring timelines, regulatory requirements, and quality standards are met. Oversees sites, vendors, and cross-functional study teams.
- Clinical Research Associate (CRA)
  - Monitors clinical trial sites to ensure protocol adherence, investigational device accountability, and regulatory compliance. Acts as the primary liaison between study sites and the sponsor.
- Clinical Assay Lead (CAL)
  - Oversees clinical assay strategy, validation, and performance monitoring for diagnostic or device-linked biomarker assays. Ensures assays meet regulatory and clinical study requirements.
- Assay Development Lead (ADL)
  - Designs, develops, and optimizes diagnostic or device-related assays for clinical use. Works with R&D, quality, and clinical teams to ensure assays are robust, validated, and ready for clinical deployment.
- Biomarker Scientist (BSc)
  - Identifies, analyzes, and interprets biomarker data to support device or therapeutic development. Partners with translational and clinical teams to develop biomarker strategies and assays.

C

Careers in Pharma- Device/Assays

- Companion Diagnostic Program Manager (CDPM)
  - Leads cross-functional development of companion diagnostics, ensuring alignment between the diagnostic, device, and drug programs. Manages regulatory timelines, partnerships, and CDx clinical strategy.
- Clinical Affairs Manager (CAM)
  - Oversees clinical evidence generation for medical devices, including study design, clinical strategy, and regulatory-relevant documentation. Supports product launches and post-market clinical requirements.
- Human Factors/ Usability Specialist (HF/US)
  - Evaluates how users interact with a medical device to ensure safe, intuitive, and effective design. Conducts usability studies and supports FDA human-factors submission requirements.
- Clinical Imaging Scientist (CIS)
  - Develops imaging-related clinical strategies and ensures imaging endpoints, acquisition methods, and analysis pipelines are scientifically sound. Works with imaging vendors and study teams to ensure high-quality image data.

C

Careers in Pharma- Device/Assays

- Digital Health/Wearables Clinical Lead (DH/WCL)
  - Designs and oversees clinical studies involving digital health technologies and wearable devices. Ensures data quality, sensor performance, and regulatory alignment for digital endpoints.
- Regulatory Affairs (RA)
  - Develops regulatory strategy and prepares submissions (e.g., 510(k), PMA, IDE) required for clinical studies and product approval. Ensures device documentation meets global regulatory standards.
- Clinical Quality Assurance (CQA)
  - Conducts audits and oversees quality systems to ensure clinical device development complies with GCP, ISO13485, and FDA regulations. Drives corrective and preventive actions to maintain clinical trial quality.
- Central Lab Manager/Clinical Lab Liaison (CLM/CLL)
  - Coordinates central laboratory activities, assay logistics, and sample analysis for device or diagnostic trials. Ensures lab performance, timelines, and data quality meet study needs.
- Clinical Sample Management Lead (CSML)
  - Oversees the collection, tracking, storage, and shipment of clinical samples used in device or diagnostic studies. Ensures compliance with chain-of-custody, temperature-control, and regulatory requirements.

C

Careers in Pharma- Device/Assays

- Clinical Trial Assistant (CTA)
  - Provides essential administrative and operational support to device clinical teams, including maintaining the Trial Master File, coordinating documents, and tracking study activities.
- Clinical Operations Associate (COA)
  - Supports daily clinical operations activities such as site communications, vendor coordination, and study tracking. Helps ensure studies run efficiently and according to device-specific regulations.
- Associate Assay Scientist (AAS)
  - Supports assay development, optimization, and validation activities for clinical diagnostics or device-linked assays. Performs laboratory testing, data analysis, and documentation under senior scientific guidance.
- Regulatory Affairs Associate (RAA)
  - Assists with preparing regulatory documents and maintaining submissions related to device clinical studies and product approval. Supports interactions with regulatory agencies and helps ensure ongoing compliance.

D

Careers in Contract Research Organizations (CROs)

- Clinical Trial Assistant (CTA)
  - Supports clinical teams by organizing study documents, scheduling meetings, and maintaining the Trial Master File. Helps keep trial operations running smoothly.
- Clinical Research Associate (CRA)
  - Monitors clinical trial sites to ensure data accuracy, protocol compliance, and patient safety. Serves as the main point of contact between the CRO and study sites.
- Clinical Trial Manager/Clinical Project Manager (CTM/CPM)
  - Oversees the day-to-day execution of a clinical trial, managing timelines, budgets, sites, vendors, and deliverables. Ensures the study runs efficiently and meets regulatory requirements.
- Clinical Operations Manager (COM)
  - Leads clinical operations teams and provides strategic oversight of multiple studies or programs. Ensures resources, timelines, and quality standards are aligned across projects.
- Biostatistician (Bstat)
  - Designs statistical analysis plans, analyzes clinical trial data, and interprets results to support scientific conclusions and regulatory submissions.

D

Careers in Contract Research Organizations (CROs)

- Statistical Programmer (SP)
  - Builds and validates statistical programs (often in SAS or R) that generate tables, listings, and figures for clinical study analyses.
- Drug Safety Associate (DSA)
  - Processes and tracks adverse event reports and ensures timely documentation for regulatory compliance in pharmacovigilance systems.
- Safety Scientist (SS)
  - Evaluates safety data trends, identifies potential safety signals, and contributes to safety risk assessments and regulatory safety reports.
- Clinical Operations Associate (COA)
  - Supports clinical operations teams with tracking study activities, maintaining study tools, and coordinating communication between sites and vendors.
- Regulatory Affairs Associate (RAA)
  - Prepares and submits regulatory documents needed to start and maintain clinical trials. Tracks submissions, amendments, and regulatory correspondence.
- Data Coordinator (DC)
  - Manages data entry, cleaning, and tracking tasks to support high-quality clinical datasets. Works closely with data management teams to resolve discrepancies.

D

Careers in Contract Research Organizations (CROs)

- Clinical Quality Assurance (QA) Specialist (CQAS)
  - Conducts audits of clinical sites, CRO processes, and vendors to ensure compliance with GCP, SOPs, and regulations. Supports corrective action plans.
- Clinical Scientist (CS)
  - Supports protocol development, reviews clinical data, and contributes scientific input during trial execution. Works closely with medical monitors and clinical operations.
- Medical monitor (MM)
  - Provides medical oversight for clinical trials, reviews safety data, and answers protocol-related medical questions from sites. Ensures participant safety and scientific integrity.
- Central Lab Project Manager (CLPM)
  - Coordinates central laboratory activities such as sample logistics, testing timelines, and lab data delivery. Ensures labs meet study requirements and SLAs.

D

Careers in Contract Research Organizations (CROs)

- Imaging Project Manager (IPM)
  - Oversees imaging-related components of trials, including image acquisition, reader management, technical standards, and data quality.
- Device/Diagnostics CRA (DCRA)
  - Specializes in monitoring studies involving medical devices or diagnostics, ensuring compliance with device-specific regulations and proper handling of investigational products.
- Sample Management Lead (SML)
  - Manages the collection, tracking, storage, and shipment of biological samples used in clinical studies. Ensures chain-of-custody and regulatory compliance.
- Digital Health/Wearable Trials Lead (DH/WTL)
  - Leads studies involving digital health tools, sensors, and wearable devices. Ensures technology readiness, data integrity, and regulatory alignment for digital endpoints.

Careers at Academic Medical Centers/Sites

- Clinical Research Coordinator (CRC)
  - Coordinates day-to-day study activities including patient recruitment, consent, study visits, data entry, and regulatory adherence. Serves as the main operational contact for investigators and study sponsors.
- Clinical Research Nurse (CRN)
  - Conducts study procedures requiring clinical training—such as administering investigational products, performing assessments, and monitoring patient safety. Ensures protocol compliance while providing patient-centered care.
- Clinical Research Specialist (CRS)
  - Supports complex study tasks such as protocol implementation, data management, and regulatory submissions. Often serves as a subject-matter expert for specific disease areas.
- Research Regulatory Coordinator (RRC)
  - Prepares and maintains IRB submissions, continuing reviews, amendments, and essential regulatory documentation. Ensures studies comply with federal, state, and institutional research regulations.

E

Careers at Academic Medical Centers/Sites

- IRB Specialist (IRBSp)
  - Reviews research protocols, consent forms, and safety reports to ensure ethical conduct and participant protection. Supports IRB meetings and regulatory decision documentation.
- Research Compliance/ Quality Officer (RC/QO)
  - Audits studies, reviews documentation, and ensures adherence to GCP, institutional policies, and regulatory requirements. Leads corrective action plans to resolve compliance gaps.
- Clinical Research Data Coordinator (CRDC)
  - Manages study data through entry, cleaning, validation, and query resolution. Ensures databases and source documents align with protocol-specific requirements.
- Clinical Research Analyst/Biostatistician (CRA/Bstat)
  - Provides statistical support for study design, data analysis, and interpretation of clinical research findings. Assists investigators with abstracts, manuscripts, and grant proposals.

E

Careers at Academic Medical Centers/Sites

- Sponsored Programs Officer (SPO)
  - Reviews and negotiates research contracts, budgets, and sub-agreements. Ensures institutional compliance with sponsor, federal, and funding-agency requirements.
- Feasibility Coordinator (FC)
  - Evaluates protocol requirements, patient population availability, site capacity, and resources to determine whether the center can conduct a proposed study.
- Grants Specialist (GS)
  - Supports preparation, submission, and post-award management of grant applications. Ensures budgets, justifications, and administrative documents meet agency requirements.

E

Careers at Academic Medical Centers/Sites

- Clinical Research Scientist (CRSc)
  - Contributes scientific expertise to protocol development, study execution, and data interpretation. Supports investigators in developing publications and presentations.
- Study Manager (SM)
  - Oversees the operational execution of one or more clinical studies, coordinating staffing, timelines, and deliverables. Ensures study milestones are met across teams.
- Research Program Manager (RPM)
  - Manages a research program or portfolio, including staffing, budgets, regulatory compliance, and strategic planning. Serves as a bridge between investigators, sponsors, and institutional leadership.
- Principal Investigator (PI)
  - Holds ultimate responsibility for the scientific integrity, ethical conduct, and oversight of a research study. Leads protocol development, supervises the study team, and ensures participant safety.

E

Careers at Academic Medical Centers/Sites

- Research Lab Coordinator (RLC)
  - Manages daily laboratory operations, including equipment maintenance, ordering supplies, and supporting laboratory-based research activities.
- Central Lab Liaison (CLL)
  - Coordinates sample workflows between the site and central laboratories, ensuring proper processing, packaging, shipping, and query resolution.
- Clinical Sample Manager (CSM)
  - Oversees specimen handling from collection through storage and shipment. Maintains chain-of-custody, logs, and compliance with protocol-specified sample requirements.
- Research Assistant (RA)
  - Supports basic research or clinical research tasks such as data entry, literature searches, participant scheduling, and sample handling under supervision.

Careers at Academic Medical Centers/Sites

- Clinical Research Assistant (CRA)
  - Provides administrative and operational support for clinical studies by assisting with screening, scheduling, consent processes, and data collection.
- Data Assistant (DA)
  - Performs data entry, document verification, and quality checks to support clean and accurate research datasets.
- Study Assistant (SA)
  - Helps with general study operations, including preparing materials, coordinating participant visits, and supporting CRCs and investigators.

F

Careers at Commercial IRBs

- IRB Analyst/Specialist/Coordinator (IRB A/S/C)
  - Supports the IRB submission and review, ensuring compliance with regulations and policies, facilitating communication between the IRB and the researchers/clients.
- IRB Chair/Vice Chair (IRB C/VC)
  - Leads/Co-leads the IRB in reviewing and overseeing studies submitted to the IRB. Facilitates IRB meetings, guides protocol reviews, provides leadership and guidance to board members.
- IRB Reviewer (IRB R)
  - Reviews studies according to applicable regulations, laws and policies. Assigned duties may include independent study review and full board meeting attendance and review.
- IRB Board Operations Leader (IRB BOL)
  - Oversees the operational management of the IRB, ensuring efficient coordination of protocol review processes, meeting logistics, and regulatory documentation. Also oversees IRB Administrative staff, including Analysts/Specialists/Coordinators

F

Careers at Commercial IRBs

- IRB Business Operations Leader (IRB BuOL)
  - Directs the business and administrative functions that support the IRB, including budget, metrics, resource management, and process improvement.
- Regulatory Affairs/Compliance Specialist (RAS/RCS)
  - Ensures the IRB activities comply with federal regulations, corporate policies, and ethical standards. This role may interpret regulatory requirements, supports policy development, conducts compliance monitoring and advises on regulatory guidance.
- Quality Assurance/Improvement Specialist (QAS/QIS)
  - Monitors and evaluates the IRB processes to ensure compliance with regulations and policies, This role conducts audits, analyzes performance metrics and implements process improvements to enhance the quality, efficiency, and integrity of IRB operations.
- Informed Consent Specialist (ICS)
  - Reviews and develops informed consent documents to ensure they meet regulatory requirements. This role may collaborate with investigators, pharma/CRO clients and/or IRB staff to improve consent language, promote comprehension and maintain compliance.

F

Careers at Commercial IRBs

- Client Services/Client Experience (CS/CE)
  - Supports investigators and research teams by providing guidance on IRB processes, responding to inquiries, and ensuring a positive service experience. This role facilitates clear communication between clients and the IRB.
- Study Liaison/Account Manager (SL/AM)
  - Serves as the primary point of contact for assigned research studies or clients, coordinating communication between investigators and IRB teams throughout the review lifecycle.
- IRB Education and Training Specialist (IRB E&TS)
  - Develops and delivers educational programs and training materials on research regulations, ethical principles, and IRB policies. This role supports investigators, IRB members, and staff by promoting regulatory understanding and best practices in research compliance.
- Business Development (BD)
  - Identifies and cultivates partnerships with research organizations, sponsors, and institutions to expand IRB services. This role promotes IRB capabilities, supports proposal development, and helps grow client engagement while ensuring alignment with regulatory and ethical research standards.

G

Careers at Technology Solutions

- Business Development/Sales (BD/S)
  - Identifies and develops strategic partnerships with sponsors, CROs, and/or research sites to expand the company's technology solutions within the clinical research industry.
- Account Executive (AE)
  - Manages the full sales cycle for clinical research technology solutions, from prospecting and client needs assessment to contract negotiation and closing. This role works closely with sponsors, CROs, and research sites to align technology offerings with operational and research goals.
- Solution Consulting (SC)
  - Works with prospective and existing clients to understand their clinical research workflows and demonstrate how the company's technology solutions meet their operational and regulatory needs. This role provides technical expertise during the sales process and helps design tailored solution configurations.
- Inside Sales (IS)
  - Supports revenue growth by identifying leads, qualifying prospects, and conducting outreach to potential clients in the clinical research sector. This role manages early-stage sales activities and collaborates with sales and marketing teams to build the pipeline for technology solutions.
- Operations/Customer Success (OS/CS)
  - Ensures clients successfully adopt and utilize the company's clinical research technology solutions to achieve their operational goals. This role manages client relationships post-sale, monitors performance metrics, and works cross-functionally to improve client satisfaction and retention.

Careers at Technology Solutions

- Project Management (PM)
  - Leads the planning and execution of technology implementation and operational projects for clinical research clients. This role coordinates internal teams and client stakeholders to ensure projects are delivered on time, within scope, and aligned with regulatory and operational requirements.
- (Product) Specialist (PS)
  - Provides subject matter expertise on the company's clinical research technology platform, supporting product demonstrations, client inquiries, and internal teams. This role helps translate product capabilities into practical solutions that meet client research and operational needs.
- Adoption/Configuration Specialist (AS/CS)
  - Supports clients in configuring and optimizing clinical research technology solutions to align with their workflows and study requirements. This role provides hands-on system setup, user guidance, and best practices to drive successful platform adoption.
- Implementation Consultant (ImS)
  - Leads the deployment of clinical research technology solutions for new clients, guiding system setup, workflow design, and integration with existing processes. This role partners with stakeholders to ensure a smooth transition from onboarding to full operational use of the platform.

Career Examples

LET'S VIEW SOME CAREERS AND HOW INDIVIDUALS TRAVERSED ACROSS CONCOURSES

Landing in Pharma

Olivia

Current Job Title: Associate Director, Investigator Engagement

Employer: Pharmaceutical Company

Olivia's career story

After earning a BS in Human Development and pursuing graduate training in Educational Psychology, Olivia worked as a Graduate Assistant conducting academic research with plans to pursue a career in academia.

While seeking research opportunities, she discovered clinical research and began as a Research Assistant in Hematology/Oncology at a large Midwestern hospital.

Olivia progressed through roles including Research Coordinator and Study Coordinator before transitioning, through professional networking and leveraging relationships, Olivia transitioned into a Clinical Research Associate position with a large CRO.

Olivia later moved into the pharmaceutical industry, where she has spent the past eight years advancing across clinical operations and global site management roles, supporting studies in rare disease (adult and pediatric), oncology, neurodegeneration, cardiometabolic health, and immunology.

Today, Olivia focuses on investigator engagement and strategic site partnerships to support successful clinical trial delivery.

Landing at a CRO

Mark

Current Job Title: Clinical Trial Manager

Employer: CRO

Mark's story

Mark didn't know clinical research existed when he stumbled into his role as a clinical research coordinator at a large pediatric hospital. He started to inquire with CRAs who monitored their site about how they got into their role. This opened his mind to the vast number of opportunities in the field. He started to explore roles in CROs that would allow him to "break in."

Although some of the CROs would only consider him for entry level project coordinator, regulatory specialist, or CRA, he was able to find one that would hire him as a clinical trial manager, based on his education and experience. He accepted the position and started learning how to bridge the gap of knowledge between site and CRO operations in running clinical trials.

Landing at a Commercial IRB

Ben

Current Job Title: Vice President

Employer: Commercial IRB

Ben's Story

Without even knowing what "I.R.B" stood for, Ben "fell in" to the research industry by taking an administrative entry-level position at a large Commercial IRB. With a BA in Communications, Ben made copies of things called Protocols and Consent Documents, not fully understanding the context.

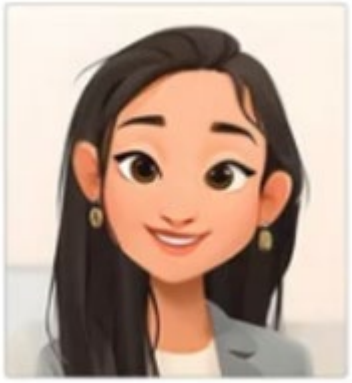
After six months of making copies, Ben, through a networking connection at a large research University's local IRB, took on a position of IRB Coordinator. He spent the next five years learning the IRB side of the research industry, making connections with PIs and Coordinators, and eventually working his way up to becoming a non-scientific Board Member.

Ben then jumped back to the Commercial IRB space and took on a role in Client Services. Understanding that his strengths focused on the business and operations side, and not the scientific side of research, Ben quickly moved to Business Development where he was able to build a large network of friends in the research industry over the next several years.

The next step for Ben was moving to a Director of Clinical Research role at a large Academic Medical Center. Again, utilizing his network and honing his management and leadership skills, Ben spent the next five years growing a research program. Ben was then offered a similar role as Director of Clinical Research at a community research hospital to grow their research program.

After that, Ben joined a reputable research consulting firm as an Associate Vice President. And most recently, Ben landed as a Vice President of Consulting at another Commercial IRB, where he uses the various experiences, insights and skills he's developed throughout his nearly two-decade career to run a research consulting arm that assists the Commercial IRB efforts.

Landing in an AMC



Sue

Current Job Title: Senior Project Manager

Employer: Large Academic Medical Center

Sue's story

Sue started her undergraduate journey as a Biochemistry major with her sights on a career in medicine. During her journey, Sue discovered her true passion in public health. In graduate school for public health, she dipped her toes in the clinical research world for the first time.

Post graduate school, she worked as both a clinical research data coordinator and clinical research coordinator for 11 years at a large academic medical center. From there, she moved into a senior program coordinator position for multisite clinical research. She later took on managing the clinical research team and portfolio for a pediatric hospital department.

Now after 17 years in clinical research, Sue serves as senior project manager of operations in the Multisite Trials Coordinating Center at a large Academic Medical Center

Reference:

The role descriptions were developed through a broad synthesis of language, frameworks, and conventions observed across organizations, professional associations, regulatory guidance, and clinical research workforce literature. They are not intended to represent the official definitions of any single institution or organization, nor does the author claim original ownership of these descriptions. Rather, they are offered as a general reference to support workforce clarity, onboarding, and career development within the clinical research enterprise. AI-assisted drafting was used in the development of these descriptions.[1]