



Client Support Representative

Brain & Software International (BSI) – Annecy, France

Brain & Software International (BSI) is an innovative software company focused on **biomedical research**. Our customers include pharmaceutical and biotechnology companies, Contract Research Organizations (CROs), large academical institutions and universities, and publicly funded research institutes. Through our **enos** software platform, we help clients optimize the management of resources and processes in their preclinical research facilities.

Due to our continued growth, we are recruiting a **Client Support Representative**

Position Summary

The Client Support Representative will play a key role in ensuring high-quality customer support and product reliability. You will work closely with customers, the Customer Support Manager, and internal teams to deliver outstanding service and contribute to continuous product improvement and client satisfaction.

After a training period at our headquarters in Annecy - France (and possibly other European locations), the successful candidate will initially be based in our Annecy office. This role reports to the **Customer Support Manager**.

This position may require **occasional European and International travel** to client sites or conferences. All approved business travel expenses will be reimbursed by BSI.

Key Responsibilities

- Provide high-level client support for the **enos** software platform via phone and web-based support tools
- Respond to customer inquiries, create and manage support tickets, and ensure proper follow-up using internal systems
- Perform **functional testing** prior to new software releases, following defined test plans and scenarios

Brain & Software International – BSI

7, avenue Aléry - 74000 Annecy – FRANCE

990 Biscayne Blvd, Office 701-Miami, FL 33132 – USA

www.poweredbyenos.com e-mail info@poweredbyenos.com





- Assist with **client implementation and rollout**, including data migration
 - Deliver **on-site and online training** sessions for customers
 - Participate in **product improvement meetings and discussions**
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Skills & Requirements

- Minimum **3–4 years of experience in Life Sciences** and/or a **Bachelor’s degree (or equivalent)** in a Life Sciences-related field
 - Excellent **verbal and written communication skills**, with the ability to listen actively and show empathy toward customers
 - Strong ability to **analyze, resolve, and clearly explain technical issues**, including over the phone
 - Ability to **prioritize tasks and manage time effectively**
 - Strong computer skills; familiarity with **Microsoft Office**, SQL Server Management studio or similar tools is a plus
 - Willingness to work **occasionally outside normal business hours**
 - Able to work both **independently and as part of a team**
 - **Fluent in French and English**, written and spoken
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What We Offer

- A **varied role** working within an international team and a diverse global client base
 - **Centrally located Annecy office** with excellent transport connections including International Airports
 - **Attractive remuneration** and additional benefits
 - **Permanent position** following successful probationary period
 - A nice place to be between lakes and mountains.
 - A wide range of **training and development opportunities**
 - An **open and collegial working environment**
 - Possibility of working remotely after the probationary period
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About BSI

BSI is headquartered in **Annecy, France**, in the French Alps, with offices in **Germany and the USA**,

At BSI, for 38 years, we are curious and agile. We support each other, embrace challenges, encourage learning, and help our employees grow their careers. We are proud to contribute to biomedical research that improves **human and animal health**.

BSI is an **equal opportunity employer** and welcomes diversity in the workplace.

How to Apply

Please send your **résumé and cover letter** to:

Mathew Sanderson

msanderson@poweredbyenos.com

This position is **available immediately**.



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LinkedIn-ready version

We're hiring! Client Support Representative – Annecy, France

Brain & Software International (BSI) is growing, and we're looking for a **Client Support Representative** to join our team.

You'll support our **enos** software platform used by leading pharma, biotech, and research organizations worldwide—helping ensure excellent customer experience and high-quality software releases.

Your role:

- Provide client support via phone and online tools
- Manage support tickets and customer follow-ups
- Perform functional testing before software releases
- Support client implementations, data migration & training
- Contribute to product improvement discussions

We're looking for:

- 3–4 years' experience in Life Sciences or a related degree
- Strong communication and problem-solving skills
- Comfort working with software tools (Office, support tools)
- Fluency in **French & English**

Why BSI?

-  International team & clients
-  Beautiful Annecy location
-  Career development opportunities
-  Competitive salary & benefits
-  Friendly, open work environment

 Apply by sending your CV & cover letter to msanderson@poweredbyenos.com

Join us in supporting biomedical research that improves human and animal health.

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