



DIRECTORATE OF INDUSTRIAL LIAISON

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'SAY NO TO CORRUPTION'

03-06-2026



Implementation and Support Executive- QMS

Job title: Implementation And Support Executive

Location: Gulshan-E-Iqbal

Apply at: Apply at hr@sofcom.net by putting the subject line "Implementation And Support Executive – QMS"

Job Description:

- Overseeing the software implementation process, ensuring adherence to timelines and client expectations.
- Providing prompt technical assistance, resolving issues, and escalating complex problems when necessary.
- Maintaining proactive communication to strengthen client relationships and enhance customer satisfaction.
- Identifying and implementing strategies to improve software deployment and support efficiency.
- Conducting client training sessions to ensure effective software usage and knowledge transfer.
- Preparing reports on trends, processes, and results while creating user-friendly FAQs and detailed synopses of procedures.
- Proactively identifying opportunities to enhance customer service.
- Assisting clients in configuring QMS software to meet regulatory standards such as FDA 21 CFR Part 11, ensuring compliance with industry requirements.

Requirements:

- Pharm D graduate or Bachelors in Chemistry, Industrial Chemistry, Chemical Engineering.
- 1 to 2 years of experience in the QA department of a pharmaceutical company.
- Proficiency in QMS or enterprise software systems.
- Strong understanding of the complete QA/QC cycle.
- Strong troubleshooting and analytical skills.
- Excellent verbal and written communication skills with the ability to simplify complex technical concepts for non-technical users.
- Strong problem-solving abilities and attention to detail.

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