



Job Posting - Digital Solutions Specialist

(100% remote, full time, must reside in Canada)

Job Description:

Are you energized by the idea of creating seamless, engaging collaboration experiences? Impetus Digital is looking for a proactive, customer-focused **Digital Solutions Specialist** to help us deliver world-class virtual, hybrid, and in-person collaboration experiences for our life science clients around the globe. If you thrive in a fast-paced, dynamic environment, enjoy stepping up to support your team, and are ready to jump in wherever needed to keep projects moving, this might be the perfect fit for you.

About us

Impetus Digital is a leader in delivering virtual collaboration experiences for life sciences companies, offering the most comprehensive virtual meeting and event tools and services on the market. We're a growing company focused on delivering exceptional client service. We believe in a collaborative, supportive culture where your ideas and contributions matter. While we're 100% remote, we maintain a strong team connection and work environment where you'll be supported and empowered to make an impact.

What You'll Do

As a **Digital Solutions Specialist**, you'll take full ownership of virtual and hybrid experiences, ensuring each interaction is seamless, impactful, and professionally executed. We're looking for a team player who thrives on variety and is eager to broaden their skill set by contributing to other areas of the business—such as marketing, sales support, and database management—during quieter periods. This role offers a fantastic opportunity to gain diverse experience and grow within a dynamic, fast-paced organization. It's perfect for someone who is passionate about customer satisfaction and enjoys collaborating across departments to drive business growth.

Your responsibilities will include:

- **Project Management & Ownership:** You'll lead each project from start to finish, managing all details to keep timelines on track and collaborating with cross-functional teams to deliver exceptional results.
Responsibilities include:
 - Developing and maintaining project plans, keeping stakeholders informed, and proactively addressing any obstacles.
 - Anticipating needs, planning ahead, and showing leadership in every aspect of event execution—ready to step in and help teammates when challenges arise.
- **Asynchronous Events on Impetus InSite Platform®:** Own and manage activities through our proprietary platform, enabling flexible participant engagement. Key tasks include:
 - Programming the activity with our drag-and-drop tools, designing outreach emails, and overseeing content preparation. HTML and CSS skills will be required for programming the activities in our portals.
 - Managing participant communications, troubleshooting as needed, and ensuring client satisfaction.
 - Compiling post-event feedback and reports that capture valuable insights for future planning.



- **Synchronous Virtual Events:** Lead and support live events, including web meetings and broadcasts, for an array of healthcare-focused virtual experiences. Responsibilities include:
 - Managing content flow, presenting technical overviews, and providing real-time technical assistance to ensure seamless, engaging presentations.
 - Setting up and overseeing breakout rooms, launching polls, and troubleshooting technical issues as they arise.
 - Coordinating with partners, including agencies and translators, to create polished events.
 - Compiling post-event reports, offering insights to clients, and documenting highlights in digital and print formats.
- **Hybrid and In-Person Events:** Support the planning, coordination, budgeting, and execution of hybrid and in-person events as needed. Responsibilities include:
 - Assisting with venue selection, logistics, and vendor coordination to ensure all in-person and hybrid event elements align with client goals.
 - Overseeing the integration of digital components for hybrid events, ensuring smooth transitions between online and in-person interactions.
 - Preparing on-site materials and coordinating with event staff to ensure a seamless experience for attendees.
 - Responsible for maintaining budgets and supporting the processing of attendee payments.
- **Supporting Business Needs:** As needed, you'll contribute to various business functions, helping with:
 - Marketing initiatives, such as content development and campaign support.
 - Sales support activities, including lead follow-up and research.
 - Database maintenance and organization, ensuring our systems stay updated and efficient.

In this role, you'll have plenty of room to grow, and your ability to jump in, adapt quickly, and keep clients delighted will be key to your success.

You're a Match If You Have:

- **Experience:** A strong background in project coordination, digital content creation, event production, and high-touch customer service.
- **Skills:**
 - Proficiency with G Suite, Microsoft Office, Adobe CS, and any project management software (*bonus if familiar with Jira or other Atlassian products*), along with a reliable high-speed internet connection.
 - Strong knowledge of HTML/CSS, and various operating systems (Windows, Mac, iOS, Android).
 - Technically savvy and quick to learn new software, tools, and platforms, with the ability to troubleshoot and adapt to emerging technologies confidently.
 - Strong command of English (verbal and written), with confidence in presenting to large audiences or on camera.
- **Traits:**
 - **Customer Focused:** A strong service orientation, with a desire to "WOW" clients at every touchpoint.



- **Energetic Team Player:** You're quick to jump in and lend a hand, support your teammates, and keep energy high even in challenging moments.
- **Thrives in a Fast-Paced, Dynamic Environment:** You're agile, adaptable, and love the excitement of a role that moves quickly.
- **Self-starter:** The candidate must be self-motivated, and work well independently, as well as in teams.
- **Ownership Mentality:** Committed to delivering quality, managing projects end-to-end, and always seeking ways to improve the client experience.
- **Analytical:** The candidate must demonstrate critical thinking skills, e.g. to predict customer needs based on cues and past experiences.
- **Calm Problem Solver:** Capable of troubleshooting on the fly while remaining calm and collected.

Bonus skills: Basic French, familiarity with the pharmaceutical/healthcare sectors, experience with broadcasting software (e.g., OBS, WireCast), and an on-camera presence that's charismatic and engaging.

What We Offer

- Competitive salary, vacation, summer hours, December holiday closure, comprehensive benefits package, and bonus plan
- Flexible, fully remote work environment (*must reside in Canada*)
- Opportunities for professional development and career growth
- Opportunity to show your entrepreneurial spirit by joining a growing company where everything you do will make a difference and contribute to the company's bottom line.
- A team that values work-life balance, passion for improvement, collaboration, transparent, inclusive, and fun-loving culture

If you're excited about creating transformative digital experiences and ready to bring energy, initiative, and a love for a fast-paced environment to our team, we'd love to hear from you. Apply now to join the Impetus Digital family!

Please send your resume and cover letter to Katie DeLargie at cst_pm@impetusdigital.com