
Information Technology Help Desk Analyst

SPAULDING CLINICAL aims to be the clinical research organization by which all others are measured. Pioneering in our approach to redefining how the industry perceives and achieves success; passionate in our pursuit of ingenious solutions that mitigate risk; loving in our care for our volunteers, customers and employees; and heroic in our ambitions to ensure the health and safety of people around the globe - Spaulding Clinical is taking *research beyond results* to create a marketplace of safer drugs.

Original Date: 14 Apr 2010

Revision Date: 11 Mar 2011

Position Reports To: Director of Data Management and Information Technology

Position Supervises: None

Job Summary:

This position is located in West Bend, Wisconsin. The position will provide end user support services, technical support for installing and configuring computer hardware and software programs. This involves working closely with Clinical Operations, Quality Assurance, and other supporting areas/development teams.

Essential Duties and Responsibilities:

- Work with external IT vendor activities
- Perform on-site hardware maintenance and support including system configuration, hardware and software workstations and peripherals, operation systems and utilities
- Provides day-to-day support to users on a wide variety of Network-related systems, Phone system, PC hardware issues, operating system problems and features, predominantly with Microsoft-based software applications and system developed software applications.
- Ensures appropriate documentation is in place for a variety of IT solutions.
- Configures, delivers, upgrades, troubleshoots and maintains PCs, Laptops, and PC peripherals, such as scanners, desktop and network printers and associated software.
- Ensures rigorous application of information security/information assurance policies, principles and practices. Must deliver a high level of customer service to users.
- Assists in procurement and inventory tracking of IT assets.
- Ability to train users, build and maintain hardware images and build anti-virus and other security applications on the desktop. Ability to communicate technical information effectively (orally and in writing) to end users in a manner they can understand. Ability to work independently and in a team environment.

- Provide ongoing computer change control support management to ensure consistency with Validation Environments and overall Part11 compliance.
 - Participates in the review and installation of technology products and equipment.
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Skills/Qualifications

- Ability to read, write, and interpret the English language.
 - Strong troubleshooting skills. Knowledge of hardware and software programs. Ability to implement, operate, and document information technology systems in consideration of hardware and software.
 - Ability to train users, build and maintain hardware images and build anti-virus and other security applications on the desktop.
 - Ability to communicate technical information effectively (orally and in writing) to end users in a manner they can understand.
 - Ability to work independently and in a team environment.
 - Demonstrates strong analytical, problem solving skills
 - Strong written and verbal communication skills.
 - Detail oriented, good organizational traits.
 - Candidate must be results oriented, multi-tasking, quick learner, respond to the urgent needs of the team and show a strong track record of meeting deadlines.
 - Good computer and skills; inclination to adopt technology to maximize efficiency
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Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit, stand, walk, reach with hands and arms, and use hands along with fingers, to handle or feel.
 - Ability to lift and/or move up to 25 pounds.
 - Specific vision abilities required by this job include clarity of vision both near and far.
 - Ability to identify and distinguish colors.
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Hazards:

- Potential for exposure to toxic or caustic chemicals
 - Potential for exposure to blood borne pathogens
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Education and Experience:

- Associates degree in computer science or a related field required.

- 1 -2 Years of onsite IT experience preferred
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Spaulding Clinical Research management has the discretion to hire personnel with a combination of experience and education which may vary from the above listed skills and qualifications.

This is to acknowledge that I have read and understand the above job description. This copy supersedes any others previously distributed. I further understand that Spaulding Clinical may change, add or delete any essential duties and responsibilities described at its discretion with or without prior notice.

Employee Name (Printed)

Date

Employee Signature