
IT Helpdesk 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: 23 Sep 2014

Revision Date: 23 APR 2019

Job Summary:

The Information Technology Specialist provides technical support to IT systems and software. Installs, configures and supports PC's, printers, peripherals, AV equipment and Windows based OS software applications. Assists with project implementation as well as day to day end user support and training.

Essential Duties and Responsibilities:

- Perform on-sight and remote support of PC hardware and software, peripherals, printers, and other network-based hardware
- Configures, delivers, upgrades and maintains PCs, laptops and peripherals
- Provide support to end users on a variety of network related software, VOIP, analog phones and audio\visual equipment
- Assist end users with ClinSpark (Cloud-based Clinical trial software). Troubleshoot Wifi connections, reset passwords and maintain reliable operations
- Ensures adherence to information security and Quality policies, principles and practices
- Responsible for the accurate documentation, tracking and reporting of IT asset inventory
- Build, maintain and deploy PC based OS images
- Maintain Active Directory accounts, user groups and file permissions
- Provide exceptional customer service while assisting end users in support of Clinical operations
- Track and monitor helpdesk tickets and insure quick resolution or follow-up to end users
- Provide training to end users at all levels of the enterprise
- Create and maintain training materials and manuals while adhering to Quality guidelines
- Troubleshoot and configure mobile devices for access to email and other enterprise applications
- Build patch cables, install and maintain network wiring and IT related building infrastructure
- Work with vendors to resolve warranty and service-based issues

The Statements made in the job description are intended to describe the general nature and level of work being performed by people assigned to this job. These statements are not intended to be an exhaustive list of all responsibilities, duties and skills required of people assigned to this job.

Skills/Qualifications:

- Ability to read, write, and interpret the English language.
 - Knowledge of PC hardware and software applications
 - Ability to implement, operate, and document IT systems
 - Ability to train users
 - Excellent customer support and communication skills
 - Ability to learn quickly
 - Ability to work independently and as a team to efficiently complete tasks
 - Self-motivated, detail-oriented, and organized
 - Strong written and verbal skills
 - Analytical and critical thinking skills
 - Ability to remain calm under pressure
 - Above average troubleshooting and problem-solving skills.
 - Ability to relate to non-technical users
 - Must be results oriented with the ability to meet deadlines
 - Excellent computer skills and an inclination to adopt new 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:

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- IT related degree or minimum of 1 year IT System support experience
 - Experience troubleshooting Windows operating systems
 - Basic understanding of network configurations
 - IT/ Helpdesk certifications a plus
 - Clinical or healthcare related work experience a plus
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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