



Position: IT Support Engineer – UK & EU

Reports to: Senior Director, IT and Corporate Service (Brisbane, CA)

Summary

As a valued member of the Information Technology team, the IT Support Engineer will assist in the evaluation, selection and implementation of new business systems. Provide day-to-day support of several key existing systems (GxP and non-GxP) in the UK and Europe following System support procedures/Work Instructions. This individual will provide key customer support to members of the UK office as well as to employees based in expanding European locations. This role will be responsible for problem-solving and gap analysis as well as synthesizing and comparing product features which support the UK office locally as well as comply with global Company IT standards and compliance.

Specific Responsibilities:

Perform systems analyst duties which includes but not limited to:

- Work with various business units to document and synthesize business and technology requirements;
- Document as-is and future state;
- Develop requirements matrix from which RFI can be developed and develop RFP if appropriate;
- Work with various software vendors to perform selection/deselection process;
- Coordinate and oversee product demos and POC;
- Work with vendor and internal stakeholders to assist in the final product selection;
- Coordinate implementation efforts with internal and external implementation teams, ensuring BRD and all documentation are properly maintained;
- Perform UAT and assist with configuration needs;
- Manage IT responsibilities in relation to any office relocations;
- Implementation of ITIL processes;
- Vendor management

Perform systems administration duties which includes but not limited to:

- Desktop, laptop, server and network O/S installation, configuration and upgrades;
- MS Office installation and upgrades;
- Office Productivity Software installation and upgrades;
- Security related software installation, impact assessments and applying patches.

Provide Infrastructure, Telecommunications and Network support which includes but not limited to:

- Desktop and laptop provisioning;
- Server and Network hardware;
- Printer setup and troubleshooting;
- Cloud based telecomm support;
- Video and Audio Conferencing.



Qualifications / Requirements:

- Bachelor's degree or similar industry-related certification with extensive experience in systems analysis and support;
- Knowledge around ERP, CMS, ATS, CRM, DAM, KOL, Digital Signature applications and GxP validated systems like CTMS, eTMF, EDC is a plus;
- Administrative and IT Support knowledge in cloud computing, databases, and windows based operating systems;
- Working knowledge with 21 CFR Part 11, GxP System Validation, and Sarbanes-Oxley Compliance;
- Good understanding of Visio, MS PowerPoint and Excel;
- Understanding IT operations in Life Sciences industry;
- Proven aptitude with understanding proper business workflows and in gathering requirements;
- Superior analytical skills with exemplary ability to organize data in a meaningful, useable manner;
- Experience comparing products and assessing product features against business needs;
- Ability to develop strong relationships internally and externally – with users, stakeholders, vendors and partners;
- Ability and willingness to work in fast-paced, highly visible environment;
- Impeccable verbal and written presentation skills;
- General process automation, document automation experience.

Desired skills / Knowledge:

- Experience working in pharmaceutical environment;
- ITIL Certified is a plus;
- Able to take on additional knowledge, certifications, and responsibilities as the position requires.

About Aimmune Therapeutics, Inc.

Aimmune Therapeutics is a clinical-stage biopharmaceutical company, with its headquarters located in Brisbane, California, in the biotechnology hub south of San Francisco. The European office is in Kings Cross, London. The company is developing desensitization treatments for food allergies and plans to initiate an international Phase 3 trial for its lead product, for the treatment of peanut allergy, in early 2016. For more information, please visit www.aimmune.com.

Aimmune Therapeutics offers a competitive compensation and benefits package.

Aimmune Therapeutics is an Equal Opportunity Employer.

Qualified candidates should forward a resume and cover letter, including a statement of interest, availability, and experience to Human Resources (eucares@aimmune.com) with the job title in the subject line.

Principals only; no recruiters please.