Position: **IT Systems Administrator**

Reports to: **Senior Director, IT and Corporate Services**

Location: **Brisbane, CA**

Summary

The IT Systems Administrator position is the first line in the support structure of the IT Department. This position is responsible for providing support for problems and issues in the field and in-house. You will be a part of a very knowledgeable, skilled team of technical support staff. You will be responsible for providing IT support across a wide range of services to internal customers. A key part of your role will be to work closely with IT's regional customers to better understand their needs and to propose technical solutions to day-to-day business problems. You have extensive experience with front line and second line IT support. Must have strong customer focused skills with a service and solution orientated approach dealing with users. Strong communication skills and be able to influence and persuade people. Must be analytical and able to apply structured approaches to problem solving. Must be well-organized, good at prioritizing and attentive to detail. Excellent time management skills and ability to work to strict timescales. Must be self-motivated and have the ability to work alone as well as in a team.

Specific Responsibilities:

- Provide end-user support on all hardware and software issues that arise
- Provide phone support for off-site employees
- Configure desktop hardware and software for new and existing users
- Responsible for resolving issues submitted through IT ticketing system, closure of tickets based on expected numbers determined by IT management
- Maintain printers and related hardware/software as required
- Test problem hardware and software to determine cause and possible resolution
- Proactively monitor desktop systems and software for problems and/or deficiencies (i.e. lack of necessary hardware, persistent software problems, etc.)
- Procurement of end user systems including imaging laptop/desktop computers with end user profiles, encryption and apply updates
- Utilizes design skills to define Technical Design Specifications for complex and high impact projects
- Notify Senior IT/management of IT tickets or problems that are system related or beyond regular IT Technical Support's capabilities
- Assist with systems level support as required by senior management and others
- This position is not limited to the above responsibilities

Qualifications / Requirements:

- 5+ years' experience providing support in an enterprise environment
- Expert knowledge of client OS including Windows 7,8, & 10
- Strong knowledge of Microsoft Office 365
- Strong knowledge cloud based end user solutions
- Demonstrate desire to understand why a problem occurs to prevent reoccurrence rather than quick fix and moving on (proactive vs. reactive)
- Ability to take directions, work independently and in a team environment
- Excellent verbal and written communication skills
- Self-starter with a drive for completion
- Ability to work in a fast pace environment with minimal supervision
- Wireless technologies
- Audio/visual knowledge
- VoIP General process automation, document automation
- DNS, DHCP, IIS, TCP/IP
- Knowledgeable of mobile device management platforms

Physical Requirements:

- Employees will be required to lift heavy computer and facilities equipment as part of their everyday job
- Monitors and systems weighing up to 35 pounds are a common occurrence
- Must be physically capable of climbing and crawling above and beneath desks and structures to perform wiring and installation tasks as required
- Employee will also participate in facilities support/repair operations requiring manual and physical dexterity

Preferred Experience, Special Skills, Knowledge:
- SaaS, two factor authentication, remote access, SSO
- Strong asset/inventory management
- Familiar with CFR 21 Part 11, GxP Validated Systems, and Sarbanes-Oxley Regulations
- Be 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 founded to address the unmet medical need in food allergy, which currently has no approved treatments. Our mission is to improve the lives of people with food allergies, based on our proprietary desensitization treatments in development. Aimmune's lead investigational drug, AR101 for peanut allergy, is in Phase 3 clinical testing in North America and Europe. The company also plans to begin clinical testing of its investigational drugs for egg allergy and walnut allergy. Headquartered in Brisbane, California – the heart of San Francisco's biotechnology hub – Aimmune has additional offices in the Kings Cross area of London and in Raleigh, North Carolina.

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

Aimmune Therapeutics is an Equal Opportunity Employer.
Principals only; no recruiters please.

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