



Position: Senior IT Application Support Specialist

Reports to: Manager, IT Enterprise Applications

Location: Brisbane, CA

Summary

As a valued member of the Information Technology team, the Senior Application Support Specialist will provide support to G&A/Commercial team. You will be responsible for implementing, enhancing and supporting applications in areas of Sales, Marketing, Customer Support, Finance, HR, Legal, Communications and Medical Affairs. Also, working to ensure systems are in compliance with current regulations.

Specific Responsibilities:

Operation Support and Change Management

- User account administration
- System and configuration change administration and documentation
- Work with users to understand system problem
- Work with vendors to investigate, diagnose, fix and report root cause of the problem
- Assist in the creation and generation of reports
- Maintain documentation of business processes
- Prioritizes, plans and completes tasks within set deadlines
- Ensures high level of customer service
- Document evidence for SOX 404b compliance requirements

Project Implementation

- Work with business units to gather and document new requirements
- Work with vendors to verify that the technical specification matches the business requirements
- Research new applications and latest technologies that will help enhance business processes and communications to business stakeholders
- Create test cases, test scripts and perform user acceptance testing
- Provide project management, consultancy and solution design in the above areas in the capacity of a subject matter expert

Core Skills:

- Ability to work with cross-functional teams and vendors
- Ability to juggle multiple tasks
- Excellent verbal and written communication
- High attention to detail
- Ability to organize data in a meaningful, useable manner

Qualifications / Requirements:

- Bachelor's degree in Information Technology or equivalent

- 10+ years of combined experience in business analysis and application support
- Strong working knowledge with Sarbanes-Oxley and GDPR Regulations
- Familiarity with cloud-based CRM, DW/BI, ERP, HRIS, ATS, Contract Management system and intranet/extranet/internet websites
- Prior experience working in public life science company
- Expert-level skills in SharePoint, Visio, MS PowerPoint and Excel
- Superior analytical skills
- Experience in system administration
- Experience in full life software implementations in the capacity of senior functional lead or solution architect
- Experience in software/web development and Software Development Life Cycle (SDLC)
- Experience in change and release management

Preferred Experience, Special Skills, Knowledge:

- Bullet points of additional skills and characteristics required for this position

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 recently announced positive top-line data from its pivotal Phase 3 PALISADE trial for AR101, the company's lead investigational drug for peanut allergy. Headquartered in the heart of San Francisco's biotechnology hub, Brisbane, California, 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.