

Stealth BioTherapeutics is an innovative biopharmaceutical company committed to bringing patients mitochondrial targeted therapies to treat both common and rare diseases. Driven by a desire to help patients with unmet treatment needs, our team collaborates with well-recognized institutions, physicians and scientists to develop the next generation of therapies focusing on mitochondrial dysfunction in many diseases.

Job Title: IT Help Desk Specialist

Position Summary:

In this newly created position reporting to our IT Director, the Help Desk Specialist will plan, install, configure, and support all reactive support activities of the IT Department, as well as ensure proper computer and systems operation so that end users can accomplish business tasks. The position will assist with identifying, recommending, procuring, developing, implementing, and supporting cost-effective technology solutions for all aspects of the company. It requires the highest level of customer service skills with emphasis on remote support, to work with all levels of the organization.

Responsibilities:

- Provide off-premises and desk side support to Stealth BioTherapeutics' employees, consultants, collaborators and CROs
- Manage and respond to help desk tickets in a timely manner
- Evaluate the performance of IT/Infrastructure systems to ensure proper functionality
- Provide updates to desktops, laptops, printers and other computing peripherals and their associated software
- Manage IT component and software license inventories
- Establish and maintain a good working relationship with internal customers
- Troubleshoot system and network problems; diagnose and solve hardware or software faults
- Identify, learn, and keep updated with the appropriate software and hardware used and supported by the Company
- Implement & support the roll-out of new applications, to include testing and evaluation
- Prioritize and actively manage open support requests
- Perform preventative maintenance, including: installation of anti-virus software, checking and cleaning of workstations, printers and peripherals
- Perform basic network administration tasks in Active Directory, Exchange, and Office 365 environments

Competencies:

- Exceptional interpersonal and customer-service skills, with a focus on rapport-building, listening, and questioning skills
- Ability to conduct research into a wide range of computing issues
- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language
- Highly motivated self-starter and team-player
- Proven analytical and problem-solving abilities

- Ability to effectively prioritize and execute tasks in a high-pressure environment

Requirements:

- BA or BS Degree in Computer Science, Engineering, or related fields (or equivalent experience) and 5+ years related experience including extensive application support with MS Office and standard desktop applications.
- Solid understanding of: LAN, WLAN and VPN technologies, and a knowledge of end-user and server computer hardware, Windows desktop, and server OSs; Apple desktop, iOS, and Android, as well as a range of diagnostic utilities.
- Proficiency in general user account management in Active Directory, Exchange and Office 365.
- Flexibility to occasionally work after hours and weekends.
- Previous experience in the healthcare/biotech industry, support of end-users working in remote locations, and experience with VMWare or Egnyte Connect is preferred.