

IT Support Analyst

Req ID: 42372

Location:

Saffron Walden, ESS, GB, CB10 1XL

For 70 years, Charles River employees have worked together to assist in the discovery, development and safe manufacture of new drug therapies. When you join our family, you will have a significant impact on the health and well-being of people across the globe. Whether your background is in life sciences, finance, IT, sales or another area, your skills will play an important role in the work we perform. In return, we'll help you build a career that you can feel passionate about.

IT Support Analyst

Assist in requirements gathering, break/fix analysis, problem resolution research, queue monitoring, root cause analysis, site communication planning, content development for incident knowledge base, training materials, and coordination of support services, and request management.

We are seeking an IT Support Analyst based at our site located at Chesterford Research Park, Saffron Walden.

The following are responsibilities related to the **IT Support Analyst**:

1. Assist in break/fix analysis for individual and recurring support issues. Document findings and work with appropriate resources to find and deliver cost effective and timely solutions.
2. Assist in or provide queue monitoring in the Service Desk software tool and follow appropriate guidelines for ensuring that the ITIL processes are followed within approved SLAs. Monitor queue KPIs and provide solutions to improve results.
3. Assist in root cause analysis of complex incidents or recurring problems. Assist in development of solutions to those problems. Document in the problem resolution knowledge database, and assist in developing training materials to resolve ongoing issues or improve knowledge.
4. Assist in the preparation, build/rebuild, deployment and support of desktop and laptop hardware as required and requested via the Service Desk
5. Assist in the configuration and deployment of software builds and the installation, configuration and removal of applications on desktops and laptops
6. Assist in the support of the local network environment, including end to end patching of network cables, basic troubleshooting and configuration of networking on client devices
7. Assist in the deployment, configuration and support of mobile devices (e.g. mobile phones, iPhones, iPads, etc.)
8. Assist in the configuration and support of telecoms and meeting room equipment (e.g. Cisco IP phone system, conference phones, projectors, etc.)
9. Assist in the development of new processes and procedures to improve existing services, or to assist in deploying new support services.
10. Ensure all work is compliant with applicable guidelines and regulations including all internal policies and software licensing restrictions
11. Provide support to the Chesterford Research Park and other CRL sites in the Early Discovery business as required to assist and cover other members of the team (although the role is predominantly Chesterford Park based)

12. Perform all other related duties as assigned.

About Discovery

Discovery from Charles River is industry-proven in the successful development of novel therapies, with over 320 patents and 74 preclinical drug candidates delivered to our sponsors in the past 17 years. Backed by more than 650 scientists, our comprehensive, integrated portfolio employs the latest technology and platforms to provide chemistry, biology, and pharmacology services that support clients from the earliest stages of hit identification all the way through to IND. Our client-focused, collaborative approach creates true partnerships that anticipate challenges, overcome obstacles, and move us forward together on the journey of getting new drugs to market.

About Charles River

Charles River is an early-stage contract research organization (CRO). We have built upon our foundation of laboratory animal medicine and science to develop a diverse portfolio of discovery and safety assessment services, both Good Laboratory Practice (GLP) and non-GLP, to support clients from target identification through preclinical development. Charles River also provides a suite of products and services to support our clients' clinical laboratory testing needs and manufacturing activities. Utilizing this broad portfolio of products and services enables our clients to create a more flexible drug development model, which reduces their costs, enhances their productivity and effectiveness to increase speed to market.

With over 13,000 employees within 80 facilities in 23 countries around the globe, we are strategically positioned to coordinate worldwide resources and apply multidisciplinary perspectives in resolving our client's unique challenges. Our client base includes global pharmaceutical companies, biotechnology companies, government agencies and hospitals and academic institutions around the world.

At Charles River, we are passionate about our role in improving the quality of people's lives. Our mission, our excellent science and our strong sense of purpose guide us in all that we do, and we approach each day with the knowledge that our work helps to improve the health and well-being of many across the globe. We have proudly supported the development of 80% of the drugs approved by the FDA in 2017.

For more information, please visit www.criver.com

To apply for this role, please send your CV to Jamie.frost@crl.com