

We are a Germany based specialty pharmaceutical with a highly innovative and proprietary drug delivery technology platform called EyeSol®, focusing on ophthalmology. Our mission is to transform poorly soluble drugs into effective ocular therapeutics for both front and back of the eye. Our first OTC product is marketed within Europe since Q4 2015. Our most advanced prescription candidate is currently being tested in a large phase II US trial in moderate to severe dry eye disease. Within our development we further focus on drug candidates based on our disruptive technology platform for the application in Glaucoma, Retinal diseases and beyond.

Novaliq GmbH in Heidelberg is currently looking for a Help Desk Technician to support IT team.

IT Help Desk Technician (m/f) (part-time or full-time)

As a IT Help Desk Technician, you will provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk (1st Level Support).

Main responsibilities:

- Perform daily system monitoring, verify the integrity and availability of all hardware, server resources, systems and key processes, review system and application logs
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Report issues to your manager for escalation
- Document internal procedures
- Assist with on boarding of new users
- Install, test and configure new workstations, peripheral equipment and software
- Maintain inventory of all equipment, software and software licenses
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project /operational requirements
- Perform timely workstation hardware and software upgrades as required
- Responsible for Facility Management / Main contact for Facility Management

Your profile:

- High school diploma or equivalent
- Successfully completed apprenticeship as a IT Specialist (Fachinformatiker mit Fachrichtung Systemintegration)
- 2 - 4 years of relevant technical experience
- Working experience and knowledge of MS operating systems (server and workstations), MS Active Directory, MS Exchange, VMware virtualization solutions, LAN/WAN protocols
- Working experience and knowledge of Agilent Laboratory equipment would be an advantage
- Systems Administration /System Engineer certification Microsoft MCP, MCSA, MCSE
- Experience working in an ITIL-driven environment
- Languages: German and English (written and spoken) fluent
- Communication skills
- Ability to work as a team player as well as independent problem solving skills.
- High sense of responsibility

Other requirements and information:

- Readiness to work on weekends
- No business travel is required
- Job Type: flexible part-time or full-time

This is an excellent opportunity for the right candidate to be part of an exciting, growing company and the option to directly contribute to and benefit from the success of the organization. A competitive salary will be offered dependent on experience.

Please send your written application in English, stating the reference number IT-1116 via e-mail to jobs@novaliq.com.

Kontakt:

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