Application Support Analyst, Development and Quality Functions

Reporting to; IT Engagement Manager

Location; Harefield

Tenure; Permanent

MAIN PURPOSE:

The System Administrator is responsible for providing 1st and 2nd line support on specified IT systems for employees remotely, over the phone and in person. Responsible for maintaining systems to ensure that they operate without issues and resolving issues when they arise. The job holder will be responsible for maintaining GxP Systems/Applications which are used by the Development and Quality functions.

KEY RESPONSIBILITIES & ACCOUNTABILITIES:

The job holder will be responsible for providing proactive IT support on the following key areas:

- Participating in Problem Management activities to determine root causes of incidents and developing work–around and permanent resolutions including reporting and trending
- Supplier Management: Work closely with suppliers, ensuring an appropriate technical knowledge transfer and issue resolution occurs in order to provide an overall service.
- Routine maintenance activities such as server restarts, monitoring of system / application logs and general system housekeeping activities
- Managing / participating with the full lifecycle of changes on allocated systems to ensure change requests are fulfilled according to company guidelines
- Routine patching and upgrade activities to remain vigilant and managing end-of-life risk and wider implications of required changes/updates.
- Ensuring data has been backed up and able to be recovered to support defined RPO and RTO
- Assisting Global Infrastructure Team with Disaster Recovery testing
- Licence management
- Assisting with Periodic reviews of existing GxP Applications/Systems
- Provide comprehensive support and end user documentation for existing systems and project implementations to improve support team knowledge and the end user experience
- Fulfilling the role of Subject Matter Expert for all assigned technologies
- Training end users and internal IT Service Delivery Team
- Out of hours working will be required as part of this role
- Some travel may be required as part of this role

Delegation

Where required the job holder may need to deputise for the IT Engagement Manager for the following tasks:

- Quality Documentation (QIR/PA/Emergency CC)

- Technical Authority on change controls

Accountability

The job holder remains accountable for the tasks outlined here within this job description.

RELATIONSHIPS:

- Key users and stakeholders within Development department.
- IT Team – Global Infrastructure and IT Service Delivery teams.
- Major Customers and Suppliers, as required.
- Direct Report - IT Engagement Manager.
- Matrix reporting - IT Global Business Analyst team (working on their projects and day-to-day support of their applications)
- IT Governance Staff (liaise for documentation and change management guidance)

SKILLS & KNOWLEDGE

- Demonstrable IT experience
- Good understanding of IT technologies such as networking, Servers, desktop and adhoc application support.
- Knowledge and experience of working in cross-functional, international project environments in matrix management structure.
- Knowledge and experience of working within GxP principles is an advantage.
- Excellent customer service attitude.
- Must possess a "can do" attitude and be enthusiastic with a positive outlook.
- Excellent planning, organisational and prioritising skills
- Exceptional attention to detail, with good literacy and numerical skills.
- A self-starter with a high degree of initiative, ability to work independently and as part of a team.
- Good Communication and documentation skills.
- Solution/Results-orientated.

Norgine is a European specialist pharmaceutical company that has been established for over 100 years. In 2015, Norgine's total revenue was EUR 320 million and the company employs over 1,000 people.

Norgine provides expertise and 'know how' in Europe to develop, manufacture and market products that offer real value to healthcare professionals, payers and patients. Norgine's approach and infrastructure is integrated and focused upon ensuring that Norgine wins partnership opportunities for growth.

Norgine is headquartered in the Netherlands and its global operations are based in Amsterdam and in Harefield, UK. Norgine owns a R&D site in Hengoed, Wales and two manufacturing sites, one in Hengoed, Wales and one in Dreux, France.

For more information, please visit www.norgine.com

In 2012, Norgine established a complementary business Norgine Ventures, supporting innovative healthcare companies through the provision of debt-like financing in Europe and the US. For more information, please visit www.norgineventures.com.

Please note that we do try to provide specific feedback to all applications, however sometimes due to the volume of applications received we can respond only to those candidates who best match the

position requirements.