



## **Role – Application Support Analyst**

**Reporting to; IT Engagement Manager**

**Location; Hengoed**

**Tenure; Permanent**

### **MAIN PURPOSE:**

The Application Support Analyst is responsible for providing 2<sup>nd</sup> 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 & MAIN TASKS :**

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
- Some out of hours working will be required as part of this role
- Some travel may be required as part of this role

### **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**

- 5 years plus IT experience in an IT support function
- Good understanding of IT technologies such as networking, Servers, desktop and adhoc application support.
- Problem solving
- 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.

## **Technical skills**

Desirable experience in the following areas:

- Detailed application knowledge of Laboratory Systems including; LabVantage LIMS , Thermo Fischer Chromeleon and Metrohm products would be a distinct advantage.
- Good knowledge of Oracle and SQL databases
- Administration knowledge of Sharepoint 2010/2013
- VEEAM
- Scripting, including PowerShell and VB Script
- Appreciation of solutions such as: Tomcat; Weblogic; Websphere; BizTalk and IIS.
- Windows Server
- VMware

You will need to have previous experience of supporting software applications and be able to work calmly under pressure. The successful candidate will have a good working understanding of Software Development Lifecycle, ability to troubleshoot with the Applications they support and ideally have some knowledge of SQL databases, allowing them with the ability to work closely with the Infrastructure team and 3<sup>rd</sup> party vendors to remediate any technical issues.

So, in addition to the above if you have:

- Meticulous attention to detail
- Excellent communication skills
- Good Business awareness
- Drive
- The determination to make a difference

If so we would like to meet you!

Norgine is a leading European specialist pharmaceutical company with a direct commercial presence in all major European markets. In 2016, Norgine’s total revenue was EUR 368 million. Norgine

employs over 1,000 people across its commercial, development and manufacturing operations and manages all aspects of product development, production, marketing, sale and supply.

Norgine specialises in gastroenterology, hepatology, cancer and supportive care.

Norgine is headquartered in the Netherlands. Norgine owns a R&D site in Hengoed, Wales and two manufacturing sites in Hengoed, Wales and Dreux, France.

For more information, please visit [www.norgine.com](http://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](http://www.norgineventures.com).

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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.