



Santhera Pharmaceuticals (SIX: SANN) is a Swiss specialty pharmaceutical company focused on the development and commercialization of innovative medicines for rare neuromuscular and pulmonary diseases with high unmet medical need.

For further information, please visit the Company's website [www.santhera.com](http://www.santhera.com)

Come and join our team to contribute to providing treatment options for patients with rare diseases that have a severe impact on the lives of affected children and adults. You can make a difference as

### **IT Support Specialist, Tier 1 (100%)**

**Starting date: immediately**

**Location: HQ Pratteln (CH),**

#### **Who you are**

If you are passionate about technology, enjoy troubleshooting, and thrive in a fast-paced environment, we want to hear from you. The ideal candidate will have a strong technical background, excellent problem-solving skills, and a customer-centric approach to providing support.

#### **Scope of Work**

As a Tier 1 IT Support Specialist, you play a pivotal role as the initial point of contact for all IT-related queries and issues within the company. Your responsibilities encompass providing direct support to internal users, troubleshooting basic technical problems, and ensuring the seamless operation of our IT systems. This position involves collaborating with external support services for complex issues and actively participating in the growth and evolution of our IT infrastructure.

The role reports to the Chief Financial Officer (CFO) and will collaborate closely with internal functions.

#### **Key Responsibilities**

- **First-Level Support:** Provide first-level technical support to end-users, including hardware and software troubleshooting, application issues.
- **Network Troubleshooting:** Resolve technical problems related to LAN, WAN, and other systems.
- **Escalation Management:** Efficiently escalate unresolved issues to external support services when necessary.
- **Problem Tracking:** Monitor and track issues to ensure timely resolution and user satisfaction.
- **User Onboarding:** Assist in setting up new users, including hardware provisioning, software installation, and system access.
- **Remote Support:** Provide assistance to remote workers, addressing connectivity, access, and hardware issues.
- **Maintenance Tasks:** Conduct regular system maintenance tasks, including backups and security checks.
- **Application Support:** Participate in the deployment and support of Microsoft 365 applications, Business Central, and Copilot.
- **Documentation:** Develop and maintain comprehensive IT documentation and procedures.

- **Continuous Improvement:** Provide input for potential improvements and changes in IT policies and procedures.

### **Required Qualifications**

- Proven experience in a Tier 1 IT support role or similar capacity.
- Strong knowledge of Microsoft 365 applications, networking, and troubleshooting.
- Familiarity with Microsoft Business Central and Copilot is advantageous.
- Excellent problem-solving skills with the ability to manage multiple tasks simultaneously.
- Strong communication skills to effectively support non-technical users.
- Ability to work both independently and collaboratively in a team environment.
- Adaptability: Flexibility to adapt to a rapidly changing IT environment.

If you are attracted by this exciting opportunity and the prospects of joining a motivated international team operating on a global level, please apply on LinkedIn directly.

### **Strictly no agencies**

Recruitment agencies are kindly invited to refrain from sending to Santhera unsolicited CVs.