

Symeres is the leading mid-sized transatlantic contract research organization for drug discovery and development needs. With over 700 highly educated scientists and professionals in six locations in Europe and two in the USA, we offer best-in-class solutions for drug discovery and drug development, from small- to medium-sized molecule hits. We are large enough to matter, and small enough to care. Our services span across early stage hit finding all the way to the delivery of your early clinical drug substance API. Making molecules matter. Together.

Due to rapid growth, the Information Technology (IT) Department in Nijmegen is looking for an enthusiastic

## **Service Desk Specialist**

### **Full-time**

At Symeres, we are looking for a highly enthusiastic candidate with a proven ability to assist in first- and second-line helpdesk activities.

As a Service Desk Specialist you will carry out ICT infrastructure-related activities for all employees within the organization. Your activities will mainly consist of first- and second-line helpdesk activities, workplace management, and network management support. You will work closely with the System Administrator and ICT Manager on incidents and changes related to the ICT infrastructure. You will also take care of technical documentation. In addition to system management activities, many new ICT projects are planned within the organization. We are looking for someone who has a high degree of independence and quality awareness and who is resistant to stress. Together with the System Administrator and ICT Manager, you will be involved in the further development of the ICT infrastructure (hard- and software), and you will perform many activities independently.

In this role, you will:

- Follow up on ICT infrastructure incidents:
  - ◆ Follow up and adequately process these incidents.
  - ◆ Manage helpdesk infrastructure.
- Carry out maintenance and checks:
  - ◆ Carry out software and virus updates, among others, in the workplace.
- Prepare new workplaces:
  - ◆ Provide new workplaces with the production image.
  - ◆ Repair and reinstall existing systems.
- Take care of documentation:
  - ◆ Document common problems.
  - ◆ Create and maintain the user manual.
- Support general activities:
  - ◆ Carry out common support tasks related to the described activities.
  - ◆ Provide training to support personnel.



### Qualifications

For this junior position, we are looking for an enthusiastic candidate who meets the following requirements:

- Completed ICT administrator training, level 4, or comparable level of knowledge based on work experience.
- Knowledge of Microsoft Office 365.
- Knowledge of Windows operating systems.
- Working experience with ITIL Service Operating is an advantage.
- Good communication skills in Dutch and English, both oral and written.
- Flexible person with integrity and a collegial attitude.

### Job offer

An exciting position in a dynamic fast-growing organization with an attractive remuneration package and opportunities for learning and development.

### Application

Please send an email with your CV and motivation letter to our corporate recruiter, Bhumika Chawla, via: [Bhumika.Chawla@Symeres.com](mailto:Bhumika.Chawla@Symeres.com). For questions about the vacancy, please contact Bhumika Chawla on +31 6 2935 6156.

More information about the Symeres organization can be found on our website: [www.symeres.com](http://www.symeres.com).

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