



IT Support Analyst Stevenage

LifeArc is a medical research organisation with a 25-year legacy of helping scientists and organisations turn their research into treatments and diagnostics for patients.

We are pioneering new ways to turn great science into greater patient impact. LifeArc brings together a network of partners to tackle specific diseases and directly funds academic and early stage research.

The discovery of new therapeutics is a knowledge driven enterprise and IT is fundamental to its success. We are currently engaging in an IT transformation process with new cloud-based, Big Data and machine learning projects.

We are seeking an IT System / Support Analyst to work closely with our scientists in support of the current software and the hardware estate within a front-line support role.

The role is both stimulating and rewarding and proven problem solvers who have worked with a diverse range of specialist applications will enjoy a highly engaging environment at LifeArc.

The ability to work across a range of issues of varying scale and complexity alongside highly skilled clients, is particularly valued. Previous experience in a scientific IT setting is desirable, but not essential. A background in application support with specialist software with a willingness to learn would all be highly desirable.

Responsibilities and Duties

- Delivering outstanding support and assistance to lab-based colleagues in a proactive, flexible and constructive way,
- Dealing with a diverse software portfolio.
- Investigate root cause, problem solve and research solutions.
- Manage service documentation.
- Engage with third party support and/or repair where necessary.

Qualifications and Skills

- BSc in IT, Computer Science or relevant field, or equivalent industry experience.
- Ideally one to two years in 1st line support alternatively work / industrial experience while studying
- Ability to communicate at all levels of technical expertise and seniority, inside and outside the organisation, both verbally and in writing.

Your salary will be determined by qualifications and experience. In addition, LifeArc offers a defined contribution pension scheme, private health insurance, a flexible benefits scheme and 31 days paid holiday per year.

LifeArc is committed to the principles and practices of equal opportunities and to encouraging the establishment of a diverse workforce. It is our policy to employ individuals on the basis of their suitability for the work to be performed and their potential for development, regardless of age, sex, race, colour, nationality, ethnic or national origin, disability, marital status, pregnancy or maternity, sexual orientation, gender reassignment,

religion or belief. This includes creating a culture that fully reflects our commitment to equal opportunities for all.

To apply please email your CV and covering letter explaining why you want to work for LifeArc to: adam.rudman@lifearc.org or by post to Recruitment, LifeArc, Accelerator Building, Open Innovation Campus, Stevenage, SG1 2FX (electronic applications preferred).

Closing date: Friday 25th September 2020