

Position: Senior IT Support Specialist

Reports to: Director, Information Technology

Location: Waltham, MA

Position Summary:

The Senior IT Support Specialist will provide IT support and guidance to Apellis as a collaborative team member. Responsibilities will include hands-on user support for three (3) Apellis locations: Louisville, KY; San Francisco, CA; and Waltham, MA.

Key Responsibilities Include:

- Provide desktop-level support for Apellis's employees at all locations
- Assist with the deployment and support for all IT infrastructure, security, telephony and mobile solutions using internal and external resources
- Provide technical guidance and support during production disruptions and perform production issue triage
- Participate in the development and updates to policies and procedures to promote a stable computing environment (e.g. onboarding/offboarding, disaster recovery, collaboration, cyber security, etc...)
- Support enterprise level applications such as Azure AD, MS Exchange, Office 365, Box.com, etc...
- Maintain excellence in vendor management, cost control and service levels of information technology equipment and services
- Develop and maintain high level relationships with business functions, vendors and other support service functions within the company
- Ensures policies and procedures are adhered to: including company SOPs, 21 CFR Part 11 and Sarbanes-Oxley (SOX) compliance, as appropriate to position
- Participate in various information technology initiatives and special projects

Education, Registration & Certification:

- Bachelor's degree

Experience:

- 4-6 years directly related IT experience required
- Prior experience in the Bio-tech industry is preferred

Skills, Knowledge & Abilities:

- Experience with cloud-first environments and related tools and services
- Recent hands-on experience supporting a wide variety of Windows and Mac based services
- Experience with antivirus, security, and MDM solutions targeting both Windows and Mac operating systems

- Possesses excellent interpersonal skills and can work effectively with a diversity of personalities. Must be approachable, show respect for others, and effectively communicate with colleagues in a way that projects a desire to help and a commitment to excellence
- Strong organizational and prioritizing skills and adaptability to changing priorities and multiple priorities
- Strong written and verbal communication skills
- A creative thinker with high energy and enthusiasm, and a team player
- Work may require occasional physical activity such as lifting, bending, reaching, climbing ladders etc. Must be able to lift at least 20 lbs.
- Perform other duties, as required

Apellis is...

A clinical-stage biopharmaceutical company focused on the development of novel therapeutic compounds to treat disease through the inhibition of the complement system, which is an integral component of the immune system, at the level of C3, the central protein in the complement cascade. We believe that this approach can result in broad inhibition of the principal pathways of the complement system and has the potential to effectively control a broad array of complement-dependent autoimmune and inflammatory diseases.

Visit <http://apellis.com/about.html> to learn more.

EEO Statement:

Apellis is an equal opportunity employer and complies with all applicable federal, state and local fair employment practices laws. Apellis strictly prohibits and does not tolerate discrimination against employees, applicants or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy), gender (including gender nonconformity and status as a transgender or transsexual individual), age, physical or mental disability, citizenship, past, current or prospective service in the uniformed services, genetic information, marital status, AIDS/HIV status, smoker/nonsmoker, and occupational pneumoconiosis or any other characteristic protected under applicable federal, state or local law.