Novartis Innovation Campus
Fabrikstrasse 2, Building 3
CH-4056 Basel

IT Help desk Advisor

For more than 10 years we`ve been helping healthcare to become faster, easier, and accessible through technology. Our mission is to be in help of specialist to do their jobs better every day.
That is why we need IT Help desk Advisor who will consult our clients in UK and will support them to be more efficient using our solutions.

123
Passionate people

70+
Clients and partners

120+
Successfully completed projects

3
Locations

London Basel Sofia

The Company

We are advisors, designers, and developers who help pharmaceutical, biotech and healthcare organisations **overcome technology challenges, build innovative business models, optimise and automate processes and increase customer satisfaction.**

WE WILL TRUST YOU WITH

Support and maintain end user requirements daily,
including troubleshooting, maintenance and training. +

Work with a team to automate management tasks, streamline processes and perform standard administration functions as needed. +

Maintain, monitor, analyse system components and make recommendations regarding software. +

Maintain professionalism, positive attitude and appropriate behavior with company's personnel and clients. +

Administrative tasks as directed by a local supervisor. +

Test new software releases and system upgrades. +

RESPONSIBILITIES

Experience in being a first line support representative or/and QA is an advantage but not mandatory.

Strong technical ability and the willingness to learn.

Strong organizational skills and proven ability to initiate new and improve existing processes.

Outstanding customer service skills, as well as excellent verbal and written communications skills.

Demonstrated ability to be a team player and a willingness to lend a hand with any project.

Excellent written and spoken English.

Our benefits for you

Professional growth and learning as well as personal development

Flexible working hours and Work-Life Balance of extraordinary importance

Additional health insurance with dental insurance

Remote, hybrid or office work mode

Multisport card reimbursements

Straight-to-the point, transparent, fun, and friendly company culture

Special occasions bonus and many more!