



*Aspiring to Cure Chronic Hepatitis B*

## **IT Support Technician, Warminster Reference 17-19**

**Posted: May, 2017**

### **About us:**

At Arbutus, we have a vision: to cure chronic Hepatitis B virus (HBV). We have a dedicated and innovative team and we are uniquely positioned to transform the HBV treatment landscape. We are developing a portfolio of drug candidates with multiple mechanisms of action that we believe will result in a combination therapy to cure HBV. Arbutus Biopharma has offices and research facilities in Burnaby, Canada and Warminster, Pennsylvania, USA.

### **About the role:**

Arbutus has an opportunity for an IT Support Technician to join our team in Warminster, PA. Reporting to the IT Director, this role plays a vital part in the day to day IT operations at our US facility. The IT Support Technician performs a variety of IT related tasks in order to ensure that all Arbutus Biopharma employees and partners have reliable and secure access to IT systems in order to perform their job responsibilities.

If you are looking to join a team with a proven track record in drug discovery and development, and are as passionate as we are, we want to hear from you.

### **Responsibilities will include:**

- Provide software and hardware support to all employees and partners
- Deploy end user hardware and software
- Provide IT support for any biopharma lab system as needed
- Maintain IT Inventory and manage workstation imaging solutions
- Maintain IT documentation (for Infrastructure and end users)
- Work with Systems Administrator and IT Management on the maintenance of IT Infrastructure (Servers, Solutions, Network, Storage, Backups)
- Monitor alerts and respond to IT emergencies per company SLA's
- Be available for occasional afterhours work (projects, maintenance and emergencies)
- Act as the site contact to all IT vendors
- Work on projects as assigned
- Stay abreast of developments in the field; take IT training courses that align with business needs
- Research and propose new ideas for innovation
- Other related duties as assigned

### **Key Qualifications**

- Bachelors' degree (preferred) or recognized Diploma / Certification IT or related field and minimum 2 years hands-on IT experience ideally in a high-tech or biotech environment, or equivalent combination of education and experience
- Demonstrated knowledge and/or skills in the following areas:
  - Windows Server Administration (Windows 2003-2016)
  - MS Active Directory Management
  - VMWARE 5-6 Admin skills

- Strong Windows 7-10 admin and troubleshooting skills
- Strong MS Office skills
- Exceptional customer service and interpersonal skills; able to establish and maintain effective working relationships with staff at all levels of the organization.
- Strong verbal and written English communication skills.
- Strong analytical and troubleshooting skills.
- Pharmaceutical system validation experience and experience working within a laboratory setting is an asset.
- Proven flexibility, adaptability and professional integrity.
- Must be able to multi-task and prioritize work effectively.

**Contact Information:**

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Warminster, PA 18974  
e-mail: [careers@arbutusbio.com](mailto:careers@arbutusbio.com)  
web: [arbutusbio.com](http://arbutusbio.com)

**How to Apply:**

We invite you to send your cover letter and resume in PDF format, to [careers@arbutusbio.com](mailto:careers@arbutusbio.com). Please ensure your submission is in PDF format (ideally in one document) indicating your surname in the filename (**for example: SmithJane-cover-CV.pdf**) and position title and reference number in the subject line of the email (“**IT Support Technician [reference #17-19]**”).

**About your Application:**

At Arbutus we value diversity and encourage applications from all qualified candidates.

We greatly appreciate your interest in being a part of our team; however, because of the volume of resumes received, we are only able to contact you should you be considered for a position. We will keep your resume in our database for one year, and contact you should a position that matches your skills become available.