

# Senior Support Analyst

Job ID  
REQ-10015986  
Juli 30, 2024  
Schweiz

## Summary

At Novartis Biomedical Research (BR) an array of talents work together towards the same goal: to improve human health by creating ground-breaking medicines. Technology User Services (TUS), part of Research Informatics (RX), supports the BR mission by delivering exceptional support to our scientists and administrators. Sr. Support Analysts work collaboratively in teams to support communities of users, bringing the right expertise to provide timely, reliable, and innovative solutions. They spend time working in scientific labs and departmental locations to build relationships, understand the business, and assist with technology to support the work. They represent community needs to the broader RX organization and conversely share technology trends and solutions with the community. In addition to providing relationship-based support to designated communities, Sr. Support Analysts assist with day-to-day IT support (PC, Mac and mobile hardware, network, In-house and third-party software) to a broader BR population who seek help.

## About the Role

### Key Responsibilities:

- Provide high-quality support services at walk up locations, in departmental offices and research labs, and online to end users performing diverse roles and possessing varying degrees of technical skill.
- Develop and maintain expertise in office and research technology used within BR.
- Be proactive and anticipate need for technology support.
- Demonstrate expertise in troubleshooting and resolving technology issues.
- Track and document work in service tickets to enable monitoring of metrics and sharing of knowledge.
- Adhere to and educate others on company Information Security & Risk Management standards including security patching and incident response.
- Work collaboratively on teams learning from others and sharing expertise and accountability for team's success.
- Establish and maintain strong working relationships with end users and colleagues across RX to provide reliable end-to-end service delivery.
- Communicate effectively and constructively within and outside of team.
- Share knowledge and mentor other team members in areas of expertise.
- Coordinate small projects to devise new and improved solutions to streamline and/or expedite work.
- Draft and edit documentation and knowledge articles for the effective use of hardware and software.
- Assist in developing and delivering end-user training on effective use of productivity and research informatics tools.
- Perform trending and continuous improvement analysis within areas of responsibility.

### Requirements:

- Bachelor's degree in a technology field or equivalent work experience
- 3-7 years of progressive experience with hands on troubleshooting and support for Windows and/or MacOS
- Strong customer service mindset and ability to identify needs of end users and of teams of colleagues and take appropriate action
- Exceptional troubleshooting skills and experience supporting non-standard software
- Proven ability to navigate complex enterprise organisations and calmly resolve critical challenges
- Ability to prioritize and effectively manage assigned work, responding to changing needs quickly and efficiently
- Proficiency in English and German (written and oral)

**Preferred experience:**

- Linux expertise is a plus

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

**COMMITMENT TO DIVERSITY AND INCLUSION:**

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

**Why Novartis:** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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Division

Biomedical Research

Business Unit

Pharma Research

Standort

Schweiz

Site

Basel (City)

Company / Legal Entity

C028 (FCRS = CH028) Novartis Pharma AG

Functional Area  
Research & Development  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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