

Specialist, IT

Position Summary:

The Information Technology (IT) Specialist is responsible for the effective operation of information technology (IT) services and support across Trevi. This includes on-site support for end-users, infrastructure (e.g., printer, firewall, switches, A/V for conference rooms etc.) cybersecurity, and special project support. The IT Support Specialist collaborates closely with internal stakeholders and vendors to prioritize and resolve end-user computing and infrastructure issues. In addition, the IT Support Specialist develops and executes maintenance plans for the infrastructure and proactively monitors and remediates cybersecurity threats. The IT Support Specialist will assist with planning, executing, and supporting special projects such as infrastructure and system changes and implementations.

Duties and Responsibilities:

- Provide end-to-end desktop technical support to office users; Windows 10/11 Operating System, Microsoft O365 applications, and other tools/applications systems necessary for clinical development and general and administrative activities
- Perform end user and computer system onboarding (PC builds) and offboarding and related setup/decommissioning tasks
- On-call support to end-users for urgent issues. This includes providing technical support outside of normal business hours as needed.
- Maintain computer life cycle management activities, hardware and software installation, maintenance, upgrades, service, support, and inventory tracking
- Maintain inventory of internal licenses and track compliance
- Develop support documentation, knowledge base for office equipment and devices
- Complete computer diagnostic and troubleshooting processes to resolve local area network, hardware (Switches/Routers/WAP's) and software issues
- Maintain system configurations to ensure the integrity of individual systems and the overall network.
- Partner with Quality Assurance and Compliance (QAC) and Finance in support of IT controls and periodic review procedures ensuring systems are maintained in a ready state of compliance
- Participate in internal and external security, compliance audits and related periodic review activities and accurately document and record work completed
- Provide Conference room A/V troubleshooting, testing and support with vendor assistance as needed
- Work with vendors and service providers as need to minimize downtime, and ensure efficient and cost-effective acquisition of technology purchases and warranties
- Provide end-user training on the use of hardware and software, and IT security protocols with an emphasis on accommodating diverse learning styles and needs
- Maintain accurate inventory records of hardware and software
- Setup and administer technical strategies to prevent, detect and mitigate cybersecurity threats to the end-user computing and the office infrastructure including system firewalls, antivirus, group policy, and email security
- Help to assess and address the IT needs of in-house staff, remote employees, and consultants
- Generate IT helpdesk support related reports as needed
- Assist with planning, executing, and supporting special projects such as infrastructure and system changes and implementations

- Collaborate with the CIO and other stakeholders to evaluate new and enhanced approaches to deliver IT service
- Additional duties as assigned

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

- Bachelor's degree in Computer Science, Engineering, or related field and CompTIA A+ MCP or MCSA certification preferred; a certification in a relevant field, or satisfactory combination of education, training, and/or experience may be considered
- 5+ years of hands-on IT desktop support experience supporting Windows 10/11, Microsoft 365/Azure, and 3rd party productivity tools. Experience with providing both on-site and remote support required
- Experience in biotechnology or pharmaceutical company or healthcare industry a plus
- Experience installing, upgrading, troubleshooting, and supporting Office 365 applications
- Experience documenting incidents, requests, problems, changes, and knowledge base in ITSM or RMM tool; FreshWorks experience preferred
- Experience supporting the setup, maintenance and life cycle management of computers including procurement, installation, patching, backups, upgrades and retirement
- Experience supporting user setups and groups in Azure AD (Active Directory), and general administrative tasks in SharePoint, Intune MDM/Autopilot, SSO (Entra), Enterprise Endpoint protection, Backup/Recovery software, Patch management, PowerShell preferred

Competencies:

- Able to read, comprehend, write, and speak English fluently
- Excellent written and verbal communication and interpersonal skills with an emphasis on cultural competency and empathy in user interactions
- Ability to collaborate effectively with the cross-functional teams and external partners
- Knowledge of security software and best practices for protecting against malware and other threats, prioritizing inclusivity and privacy in security measures; Experience with Defender Vulnerability Management strongly preferred
- Familiarity with mobile devices and their operating systems, such as iOS and Android, with an emphasis on accessibility features and usability
- Strong understanding of ITIL foundations preferred
- Must be analytical, highly detail-oriented and have strong organizational and time management skills
- Excellent diagnostic and problem-solving skills
- Effective attention to detail and a high degree of accuracy

- Ability to work independently and as part of a diverse and inclusive team, valuing the contributions of all team members
- Must be self-motivated, take initiative, and able to work independently with minimal supervision
- Ability to work occasional off-hours duty to permit timely attention to critical functions or change which need to be implemented off-hours

Physical and Visual Requirements:

While performing the duties of this job, the individual is regularly required to use computers and office equipment, set up computer systems, work with cables and peripherals, troubleshoot equipment, and manipulate documents. This individual will primarily work on-site but must be able to work from home as needed. The individual will experience prolonged periods of sitting and will also be required to talk or hear, reach with hands and arms, walk, bend, and stand frequently and may occasionally lift or move equipment up to 30 pounds. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Trevi reserves the right to modify, change or add to the position's job duties and responsibilities as business needs may require. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Trevi Therapeutics, Inc. is an Equal Opportunity/Affirmative Action employer including protected Veterans and individuals with disabilities. Trevi considers applicants for employment without regard to, and does not discriminate on the basis of, an individual's sex, race, color, religion, age, disability, status as a veteran, or national or ethnic origin; nor does Trevi discriminate on the basis of sexual orientation or gender identity or expression.