

IT Specialist

Triclinic Labs

Position Summary

The IT Specialist is responsible for providing technical support, maintaining and improving IT infrastructure, and ensuring the reliability, security, and performance of Triclinic Labs' technology systems. This role supports end users, administers Windows-based systems and networks, and assists with implementing new technologies to support business and laboratory operations.

Major Responsibilities

- Install, configure, and maintain computer hardware, software, and peripheral devices.
- Troubleshoot and resolve hardware, software, network, and connectivity issues for end users.
- Evaluate, maintain, and improve IT systems to ensure performance, reliability, and security.
- Assist with administration of Windows servers, Active Directory, Microsoft 365, and network infrastructure.
- Support the daily operation of the organization's computer systems, network, and related technologies.
- Implement security best practices, system hardening, and vulnerability remediation.
- Configure and maintain user accounts, permissions, and access controls.
- Document IT procedures, system configurations, and troubleshooting processes.
- Develop, maintain, and update company web pages, websites, and web applications using HTML and CSS.
- Research and evaluate emerging technologies, including AI platforms, to improve business processes and productivity.
- Participate in IT projects, system upgrades, and technology deployments.
- Provide exceptional customer service and technical support to employees.

Required Qualifications

- Bachelor's degree in Information Technology, Computer Science, or a related field, or equivalent combination of education and relevant experience.
- Strong analytical and troubleshooting skills with the ability to diagnose and resolve complex technical issues.
- Experience administering Windows desktop and server operating systems.
- Working knowledge of networking concepts including TCP/IP, DNS, DHCP, VPNs, and switching.

- Experience implementing security best practices and hardening Windows environments.
- Knowledge of Microsoft 365 administration
- Experience with web development using HTML and CSS.
- Excellent verbal, written, and interpersonal communication skills.
- Ability to manage multiple priorities while maintaining a high level of customer service.

Preferred Qualifications

- Experience in a regulated laboratory, pharmaceutical, or cGMP environment.
- Experience with endpoint management, cybersecurity tools, backup solutions, and scripting.
- Experience supporting laboratory software or Laboratory Information Management Systems (LIMS) is a plus.

Physical Requirements

- Ability to lift and move equipment weighing up to 80 pounds on an occasional basis.
- Ability to sit for extended periods while working at a computer.
- Occasional standing, walking, bending, kneeling, crouching, or reaching while installing or servicing equipment.
- Ability to work in server rooms, offices, and laboratory environments as needed.