Title: **Informatics Helpdesk Support**

Reporting to: **VP Informatics**

Role and Responsibilities

- Provide technical support for IAMQC software and control material via email, phone and using remote access tools.

- Troubleshoot, identify and correct, any software issues related to IAMQC product suite.

- Create and maintain training media to support internal and external users of IAMQC software suite. (User manuals, instructional videos, tutorials)

- Assist development team with product testing where necessary and provide customer feedback on products.

- Maintain and troubleshoot MS-SQL databases using MS-SQL management studio and IAMQC custom software.

- Be customer focused at all times and ensure excellent levels of support and response times to end users.

- Performs other related duties as assigned.

Qualifications

- Diploma/Degree in Information Technology/Computer Science.

- Experience in a helpdesk environment supporting multiple customers.

- MS Windows power user, Minimum windows 10. Windows Server 2016+ experience desirable.

- Familiarity with basic computer network topologies.

- Familiarity with relational databases, MS-SQL (preferred), MySQL, PostgreSQL or Oracle.

Desirable Skills

- Familiarity with QC in a laboratory environment.

- Familiarity with the configuration and operation of Clinical chemistry/Immunoassay analysers.

- Competence with statistical analysis using appropriate software.

- Familiarity with remote access tools and file transfer protocols, SFTP, SSH, SCP.

Multichem®

THE QUALITY CONTROL COMPANY

IAMQC
YOUR QUALITY CONTROL SOFTWARE

Technopath Life Sciences Park, Fort Henry, Ballina,
Co. Tipperary V94 FF1P, Ireland. **www.technopathcd.com**

LGC Technopath is part of LGC Clinical Diagnostics.

Please forward your
CV to our Human
Resources department:
hr@technopathcd.com