PINNACLE 21

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Great
Place
To
Work®
Certified
JUL 2019–JUL 2020
USA

Pinnacle 21 is an established startup that builds software to streamline the drug approval process, bringing life-saving medicines to patients faster.

IT Help Desk Analyst

At Pinnacle 21, we are always looking for exceptional team members to take part in continuing to create one of top teams, products, and cultures in Philadelphia! Our company and team are still in its earlier stages, meaning you will be crucial to shaping the future of the way we organize and deliver our internal technical resources. We plan to make a lasting impact on the pharmaceutical industry but most importantly, our people.

Work that matters Our teams work with the pharmaceutical industry to streamline the drug approval process, bringing life-saving medicines to patients that need them. We need to ensure everyone is resourced and blockage-free to make their greatest impact every day.

Work autonomously Enjoy a micromanagement-free environment, where we'll support your continuous improvement and foster your capabilities to manage ownership of multiple areas and projects in order to continually grow your skillset.

Global footprint We support a community of users from countries across the world that widely regard our software as the industry standard for clinical submission preparation.

What you'll be doing

Our IT Help Desk Analyst will be a true team player that'll take complete ownership over our internal technical support efforts to help drive a positive employee experience by properly resourcing everyone to tackle each day. They will work to build and/or improve upon internal workflows to make these tasks as simple and efficient as possible including onboarding, troubleshooting, and technical inventory processes. They'll leverage a technically rounded skillset to manage all aspects of our hardware, software, and audio/video capabilities. There will also be a light travel expectation in order to assist with our technical set up at larger conferences.

What we're looking for

Must

- Have strong experience within IT administration in areas ranging from Software, Hardware, A/V, Network, Printers, etc
- Have ability to administer and troubleshoot Mac OS X, Windows 10, Office 365, etc
- Support Audio and Video equipment in conference rooms
- Manage internal IT inventory including ordering and storage
- Drive a positive employee experience by responding and resolving quickly to employee requests/issues
- Assist with new hire onboarding by configuring software, hardware, as well as account administration and other similar duties
- Have strong communication and collaboration skills
- Be able to get things done efficiently
- Have the skills and be open to "handy-man work" around the office
- Be open to travel every few months

Plus

- Prior experience within a growing software company
- Prior experience using JIRA or similar system
- Prior training in IT Operations

A bit about us

Pinnacle 21 is a startup making a big impact on regulatory review processes. Our flagship software provides the biopharmaceutical industry with the key to a fast, efficient drug review process. It's this technology that drives FDA's 21st Century Review Initiative, ensuring that submission data is compliant, useful and ready for review — which enables a more efficient review process. Our Great Place to Work certified workplace is constantly looking for new, motivated team members to come help us revolutionize clinical trials.