



Job Description

IT Support Specialist

Department:	IT
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Type:	Permanent
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Location:	EMEA
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Hours:	Full time
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Reports to:	Chief Information Security Officer
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Salary:	Competitive
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Posted:	September 2021
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Our Core Values



Achieve anything with a healthy and happy team



Push boundaries through direct communication and diversity



Act responsibly and protect the data



Amaze through user-friendly and rewarding experiences



Maximize research impact

About the role

At Castor, we're all committed to a world with faster, smarter, medical research. Our cloud based software solutions are revolutionizing data capture for academic and commercial researchers worldwide. You've found yourself a company with a true purpose.

As IT Support Specialist you'll be responsible for managing access control to all general apps and ensuring other app administrators do the same effectively, ensuring all devices and accounts in the hands of castor employees are appropriate and functional, and supporting the CISO and QISMS coordinator in all matters of compliance.

What you'll be doing

- Supporting new employees' onboarding process by setting up tools and accounts during their first week;
- Offering IT support to our employees
- Supporting employees' offboarding process by coordinating the revocation of access rights;
- Managing the registration of access keys for the office building;
- Managing the handing out, registration and taking in of IT assets;
- Monitoring the timely maintenance of IT assets;
- You will be aware of the Castor quality policy, information security policy, and the procedures from the Quality and Information Security Management system (QISMS);
- You will be following the Castor quality policy, information security policy, the code of conduct and the procedures from the Quality and Information Security Management system (QISMS).

What you'll bring

You'll definitely have:

- A technical background with demonstrated experience working in an office IT environment;
- Experience with Google Admin console and Azure AD (how to model company hierarchies, set up access rights and basic understanding of networking);
- Ability to work with both Mac, Linux and Windows machines;
- The ability to evaluate trade-offs and implement best practices for IT operations;
- A strong privacy and security mindset, as well as high moral and ethical standards;
- Strong interpersonal skills.
- (Optional) Relevant understanding of clinical guidelines: ICH-GCP - Good Clinical Practice, FDA 21 CFR Part 11, and relevant GXP Regulations and Guidances.

It would be good if you had:

- A Bachelor degree in Information Technology or related field.

Your main contact for this vacancy:



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Talent Partner

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