



Application Engineering Manager

Reports to: Director, IT Operations

Classification: Exempt

Summary:

Primary IT applications resource for the organization, play a key role in the delivery of IT services to team. Use your extensive technical expertise and problem-solving abilities to work cross-functionally, delivering an ecosystem of technical applications best suited for the business.

Essential Functions and Job Responsibilities:

- Functional and technical lead of key business application initiatives
- Provide technical assistance to end users as a component of deploying, managing systems and support escalations
- Works closely with vendors to support our suite of on-premise and hosted applications
- Provide technical leadership and support for current and future application deployments
- Responsible for design and configuration of applications, creations of support procedures and related training activities associated with IT Platforms and deployments
- Work with our business partners to identify, evaluate and develop systems and processes to help simplify business processes
- Lead change control activities of managed IT platforms
- Supports and performs on-going administrative work processes as it relates to IT systems
- Determines processes, prepares flowcharts, performs testing of systems for managed IT platforms
- Proposes and implements enhancements that will improve the performance and reliability of IT systems
- Oversees the technical implementation and execution of compliance controls within the scope of managed IT platforms (GxP and SOX)
- Design and implements appropriate monitoring solutions for managed platforms
- Works with vendors to implement processes to manage software releases on hosted platforms consistent with approved policies and procedures (SDLC)
- Assess system outages and manages issues that are currently impacting or may impact the business
- Provide documentation for the preparation, deployment, and support of IT systems
- Complete other responsibilities as assigned

Minimum Qualifications:

- BS/BA degree or equivalent combination of education/work experience with 5+ years' relevant experience supporting IT applications and solutions in a lead or similar role
- Demonstrated history of successfully implementing technology solutions to meet business challenges
- Experience with systems and application used in GxP controlled environment



- 4+ years' experience implementing Biotechnology/Pharmaceutical applications in a lead role - Microsoft O365, SSO (OKTA, OneLogin, Ping), Digital Signature (DocuSign or Adobe Sign), Box, Veeva Vault, HRIS, LIMS, Concur Expense, Intranet, etc.
- Experienced in the administration of IT platforms - Active Directory, Group Policy, Box.com, Office 365, Okta, etc.
- Knowledgeable managing hosted systems in GxP environments, working with change management, and regulatory requirements
- Strong working knowledge of both Windows Operating Systems and Mac OS (OSX, iOS, etc.)
- Experience supporting either cloud or hybrid-cloud IT applications using AWS and/or Azure
- Demonstrated experience provisioning new IT solutions in support of business processes
- Experience in working with and managing remote vendors, staff and contractors
- Demonstrated understanding of IT Support processes (SLA's, ITIL best practices, etc.)
- Strong project management skills, able to handle multiple overlapping tasks, communicates progress clearly and delivers on promises made
- Strong technical writing and oral communication skills
- Enjoys working in a fast paced, small corporate environment
- Thrives on challenges