

## IT Support Analyst

Job ID  
REQ-10055066

6月 25, 2025

USA

### 摘要

#### Job Mission

At the Novartis Institutes for Biomedical Research (BR) an array of talents work together towards the same goal: to improve human health by creating ground-breaking medicines. Technology User Services (TUS), part of NIBR Informatics (RX), supports the BR mission by delivering exceptional support to our scientists and administrators. Support Analysts work collaboratively in teams to support communities of users, bringing the right expertise to provide timely, reliable, and innovative solutions. They spend time working in scientific labs and departmental locations to build relationships, understand the business, and assist with technology to support the work. They represent community needs to the broader RX organization and conversely share technology trends and solutions with the community. In addition to providing relationship-based support to designated communities, Support Analysts assist with day-to-day IT support (PC, Mac and mobile hardware, network, In-house and third-party software) to a broader NIBR population who seek help.

## About the Role

### Major Accountabilities

- Provide high-quality support services at walk up locations, in departmental offices and labs, and online to end users performing diverse roles within BR and possessing varying degrees of technical skill
- Maintain up-to-date knowledge of hardware and software commonly used within BR
- Troubleshoot and resolve technology issues reported by end users
- Track and document work in service tickets to enable monitoring of metrics and sharing of knowledge
- Learn and adhere to company Information Security & Risk Management standards including security patching
- Work collaboratively on teams learning from others and sharing expertise and accountability for team 's success.
- Maintain strong working relationships with end users and colleagues across RX
- Provide input to efforts aimed at improving services and streamlining work
- Draft documentation and knowledge articles for the effective use of hardware and software.
- Assist in delivering end-user training on effective use of productivity tools

### Ideal Background/Capabilities

- Strong customer service mindset
- Strong interpersonal and communication skills (written and verbal)
- Exceptional troubleshooting skills
- Ability to prioritize and effectively manage assigned work
- Proven ability to assume responsibility and remain calm in stressful situations
- Curious, eager to learn and open to feedback.
- Bachelor ' s degree in a technology field or equivalent work experience
- 2-5 years of progressive experience with hands on troubleshooting and support for Windows, MacOS, and/or Linux systems

Novartis Compensation and Benefit Summary: The pay range for this position at commencement of employment is expected to be between \$85,400 and \$158,600 per year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an "at-will position" and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

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Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients ' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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部门

Biomedical Research

Business Unit  
Pharma Research

地点  
USA

状态  
Massachusetts

站点  
Cambridge (USA)

Company / Legal Entity  
U175 (FCRS = US175) Novartis Institutes for BioMedical Research, Inc.

Functional Area  
Research & Development

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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