

Associate, IT

Have you ever wondered what it would be like to take your IT skills to a start-up setting? LabCentral is seeking an IT Associate reporting to the Senior Manager of IT. This role requires organizational skills, attention to details, high-level of customer support, and ability to troubleshoot IT issues.

You'll be a strong fit for this role if you have certification or an educational background in computer science or an information systems field and 1-2 years of relevant IT experience. Bonus points if you love removing viruses from machines as much as our scientists' love eradicating them from the body! Hard workers, techies of all kinds, and tinkerers are encouraged to apply!

RESPONSIBILITIES

Your day-to-day will include some recurring tasks, as well as responding to in-the-moment needs. Every day is different, so flexibility and responsiveness are key!

Some examples of how you can expect to spend your time include:

- Providing level 1-2 IT support by answering and fulfilling employee's and resident's helpdesk tickets and escalating as needed
- Displaying a high-level of customer service and ensuring residents have a positive experience
- Assisting in the creation, updating, and distribution of IT policies and procedures
- Providing training as needed to ensure staff and residents understand technology functionality
- Maintain and troubleshoot fleet of Macs, PCs, computer peripherals, online databases, networking equipment, and printers
- Coordinate and communicate with outside vendors that service equipment
- Collaborate with the Business Development team to ensure technology needs are met for current and future strategies
- Other duties as needed and appropriate to support the IT team and larger LabCentral team

You're not expected to hold all the below qualifications, however, the ideal candidate will possess many of the below:

DESIRED QUALIFICATIONS AND TECHNICAL SKILLS

- Ability to lift and carry a minimum of 25 pounds
- Comfort with technology and some experience in a similar role providing IT support

DESIRED COMPETENCIES AND BEHAVIORS

- Be able to analyze and evaluate service requests and make recommendations to improve efficiencies
- Have strong time management, organization, and decision-making skills
- Natural ability to build rapport with residents, vendors, and colleagues
- Enjoy being part of a team while being capable of working independently
- Curiosity to learn the LabCentral community, to continue to build skills and grow, and to learn our systems

BENEFITS

- Medical and dental premiums full covered, including deductible costs
- Unlimited vacation
- Three months fully paid parental leave
- 401K match up to 6% with immediate vestment
- Partial or full reimbursements towards transportation (parking pass, MBTA, or bike commuting costs)
- gym/fitness/yoga memberships or classes, massage therapy, and cell phone stipend and repairs
- Reimbursement for continuing education/training towards your job, student loan reimbursement
- Long- and short-term disability, life insurance
- Amazing colleagues, inspiring residents, sleek workspaces with tons of snacks, and in-house programming on thought-provoking topics!

ABOUT LABCENTRAL

Founded in 2013 in the heart of the Kendall Square, Cambridge biotech innovation hub, LabCentral is a network of shared laboratory spaces designed as launchpads for high-potential life-sciences and biotech startups. A private, nonprofit institution, LabCentral offers fully permitted laboratory and office space for as many as ~450 scientists and entrepreneurs in about 70 companies across its two-building campus.

LabCentral provides first-class facility and operational support, skilled laboratory personnel, and a domain-relevant expert speaker series – as well as the other critical services and support that early-stage companies need to begin laboratory operations on day one. To date, LabCentral resident and alumni companies have raised a total of \$5.9B in funding, and in 2019 secured 21% of all Series A capital invested in biopharma in the US.

EQUAL OPPORTUNITY EMPLOYER

LabCentral is committed to building teams that reflect the fabric of the city around us. We welcome all candidates regardless of race, color, ancestry, gender identity or expression, religion, national origin, sexual orientation, age, citizenship, marital status, disability, Veteran status, or any other legally protected status. Any other human expressions and experiences not mentioned here are equally welcome. If you require an accommodation, please let us know. We are proud to be an equal opportunity employer.