Lab | Central

IT Associate

Have you ever wondered what it would be like to take your IT skills to a start-up setting? If you are the kind of person who not only thinks critically about problems, but also likes to take the initiative to pursue new ideas, then LabCentral is great fit for you. Our team collaborates across disciplines, relying on our skills to add value to this unique culture, positively impacting the successes of our community.

LabCentral, a rapidly growing launch pad for early stage biotech companies in Cambridge, is seeking an IT Associate reporting to the IT Lead. This role requires organizational skills, attention to details, high-level of customer support, and ability to troubleshoot IT issues.

You'll be the best fit for this role if you have an associate degree or equivalent certification in computer science or 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, critical thinkers, tech geeks and tinkerers are encouraged to apply!

What your day looks like:
Focus on providing Level 1 IT support - answering and fulfilling helpdesk tickets and escalating as needed
Display a high-level of customer service and ensure residents have a positive experience
Assist in the development, maintenance, and distribution of IT policies and procedures
Provide training as needed to ensure staff and residents understand technology functionality
Maintain fleet of PCs and Apple computers, online databases, and printers
Coordinate and communicate with outside vendors
Any other duties needed to help drive our vision, fulfill our mission and abide LabCentral's values

Some "you shoulds" that will enhance your day:
Be able to analyze and evaluate service requests and make recommendations to improve efficiencies
Have strong time management, organization, and decision-making skills
Ability to build an instant rapport with guests and residents
Have dynamic and active listening skills
Be able to lift and carry a minimum of 25 pounds
Love being part of a team while being capable of working independently

What your first six months will look like:
Complete necessary IT trainings
Dive into the day-to-day IT processes
Sign up for a Biotech 101 class to learn more about science and technology
Learn our systems and provide feedback on how we might do things better
Crosstrain with other LabCentral departments and provide coverage/backup in other areas
Continue to build your skills and set goals for professional growth
Develop an understanding of the LabCentral community and the amazing work being done here

A snapshot of our benefits:
Premium healthcare and dental package, yearly parking pass or MBTA coverage, long and short-term disability, life insurance, unlimited vacation, and 401(k) package.

Only complete applications will be reviewed. Applications are submitted at LabCentral.org and will include a resume/cover letter specifically discussing your interest in joining the LabCentral team.