

## Employment Opportunity/Job Description

Posting Title: IT Application Engineer  
Division: iVexSol Global Technical Operations  
Work Location: Lexington, MA  
Job Type: Information technology  
Employment Type: Full Time

**Job Description:** *iVexSol, Inc. is a rapidly growing vector manufacturing company founded on a truly transformative, next-generation technology that enables the creation of stable lentiviral vector producer cell lines for virtually any therapeutic gene. This technology will revolutionize the way gene therapy vectors are manufactured, sold, and employed by therapy providers, and in doing so, enable us to make a significant contribution to the elimination of suffering due to human disease. We are actively recruiting for creative and ethical teammates with the vision and courage to innovate **beyond** today's perception of what is possible to transform vector production so that no patient is left waiting for a cure.*

iVexSol is seeking an Application Engineer to join us the primary point of contact for our Information Technology team reporting to the SVP of Operations. As the lead for this critical function, you will be responsible for core IT and end user support as well defining the strategy and future IT portfolio of applications and services that will allow iVexSol to meet our internal IT needs as well as the needs of our customers.

Working with Managed Service Providers (MSPs), you will support the expansion and improvement of our IT support model, both within our facilities and in the cloud. **This is a technical hands-on position** but is supplemented by outsourced managed services and application support partners for core services. iVexSol is an exciting and growing transformative lentiviral vector company, and the candidate for this position must be flexible and able to take on additional responsibilities and possess career aspiration to progress into IT leadership roles.

### Responsibilities:

- Participate in the development and delivery of unified global IT strategy to define the services and systems to support a growing business with installation of GxP applications, networking, and system administration.
- Manage, establish, and ensure compliance with IT policies and SOPs that support technology in a regulated environment.

- Proficiency in FDA regulated environment as it relates to IT compliance with policies and procedures, knowledge of Computer System Validation, GAMP5, 21CFR Part 11, and Data Integrity.
- Assist in preparation of annual budget, solicit quotes, generate purchase requisitions, and manage IT related costs.
- Conduct research on emerging IT products (hardware, software, peripherals, etc.) and services. Liaise with vendors for the procurement of new systems technologies; oversee installation and configuration where appropriate.
- Collaborate with key business stakeholders to deploy enterprise-wide applications, systems, and networks.
- Manage relationships with service providers to ensure that outsourcing contracts are successfully executed.
- Requires excellent interpersonal skills, including solid relationship management and performance management skills with verbal and written communication skills.
- Ability to present IT information in user-friendly way to non-technical staff and end users with exceptional customer service skills, with a focus on listening.
- Customer focus with attention to detail to respond to routine requests and support Help Desk requests handling and escalating request to bring successful resolution.
- Coordinate or perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications as needed.
- Monitor incident trends, anticipate potential problems and create proactive resolutions.
- Identify, develop, and execute end user training programs and create self-help materials to increase IT proficiency across iVexSol.
- Oversee the development, implementation and administration of help desk staff training procedures and policies.
- Train and mentor outsourced service desk technicians as needed to maintain high quality of support and to maintain GxP validation across iVexSol equipment and applications.
- Oversee IT change management processes and review changes to iVexSol infrastructure and applications including GxP platforms.

**Minimal Job  
Requirements:**

- Minimum of 3-5 years regulated industry (Biotech, Pharma, Med Device) work experience, with bachelor's degree in computer science, Information technology or Electrical Engineering preferred.



- Technical knowledge of networks and operating system configurations, including Apple Macintosh OS, Windows Server and Desktop OS, Office 365, Microsoft Active Directory, Sophos Anti-virus, SSO, Azure/AWS, network equipment and VoiP systems.
- Certification in ITIL, Apple Certified IT professional, MCSE: Desktop Infrastructure
- Experience in support services function, focus on customer service to resolve routine issues related to lab and manufacturing environment with over 50 end users.
- Experienced in FDA IT compliance, 21 CFR Part 11 and Annex 11 related to network administration for system upgrades, change management, and up time to ensure business continuity.
- Demonstrated experience in contractor administration, hands-on resolution of technical issues, project management and/or application deployments.
- Experience with cyber security strategy, incident management and resolution.

**EEO Statement:** iVexSol Inc., is an Equal Opportunity Employer who endeavors to create and maintain a diverse environment. We do not discriminate in recruiting, hiring, training, promotion or any other employment practice for reasons of race, color, religion, gender, national origin, age, sexual orientation, marital or veteran status, disability, or any other legally protected status.

**Hiring Manager:** Sean Brown

**Closing Date:** 04/30/2023

Please send CV and cover letter to: [Careers@ivexsol.com](mailto:Careers@ivexsol.com)