



M/F Technical Support Specialist - Help Desk - 1st and 2nd line of support

- **About us**

Advanced Accelerator Applications (NASDAQ:AAAP) is an innovative radiopharmaceutical company developing, producing and commercializing molecular nuclear medicine theragnostics. AAA's theragnostic platform is based on radiolabeling a targeting molecule with either gallium Ga 68 for diagnostic use, or lutetium Lu 177 for therapy. AAA's first theragnostic pairing for neuroendocrine tumors includes diagnostic drugs NETSPOT® in the US and SomaKit TOC® in Europe; and therapeutic USAN: lutetium Lu 177 dotatate/INN: lutetium (177Lu) oxodotreotide (Lutathera®), which is approved for use in Europe and currently under review with the FDA. Additional theragnostics in development target gastrointestinal stromal tumors (GIST), and prostate and breast cancer. AAA is also an established leader in molecular nuclear diagnostic radiopharmaceuticals for PET and SPECT, mainly used in clinical oncology, cardiology and neurology. Headquartered in Saint-Genis-Pouilly, France, AAA currently has 20 production and R&D facilities, and more than 600 employees in 13 countries (France, Italy, the UK, Germany, Switzerland, Spain, Poland, Portugal, The Netherlands, Belgium, Israel, the US and Canada). AAA reported sales of €109.3 million in 2016 (+23% vs. 2015) and €69.2 million in 1H17 (+27% vs. 1H16).

AAA is looking for a **Technical Support Specialist – Helpdesk** to be based in Saint-Genis-Pouilly, France. This position will report to the IT Governance & Control Manager.

- **Role**

Take ownership of users concerns and see problems through to resolution. Research, diagnose, troubleshoot and identify solutions to resolve users blocking points. Follow standard procedures for proper escalation of unresolved issues to the appropriated internal IT department and, occasionally, access to any other departments' responsible person.

Provide prompt and accurate feedback to users with a proper recording of problem resolution steps in the company support platforms (ManageEngine suite). Answering questions from users and about features and General IT infrastructure and supported platforms.

- **Key tasks and responsibilities**

- Installing and configuring computer hardware operating systems and applications
- Talking to staff through a series of actions and supports, either face-to-face, over the telephone, on within the support platform, to help set up systems or resolve issues
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults in collaboration with other IT dept. members
- Setting up new users' accounts, profiles, and dealing with any issues related to their profiles, Windows environment, and supported applications (e.g., Citrix)
- Prioritizing and managing many open cases at one time
- Rapidly establishing a good working relationship with all other professionals



- Testing and evaluating new technology if necessary
- Keep up to date with the ever-changing specific software and operating systems
- Maximize use of hardware and software by training users; interpreting instructions; answering questions.
- Install software into production by properly and securely loading software into computer following specifications and requirements
- Place hardware into production by establishing necessary connections into the existing environment
- Prepare reference for users by writing operating instructions
- Contribute to team effort by accomplishing related tasks as needed
- Ensure AAA policies and procedures are understood and followed at all times
- Perform other duties as requested by direct & dotted reporting line managers / supervisors
- In order to better understand and/or support users' difficulties, occasional international traveling time is foreseen.
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- **Professional skills & experience**

You are an accomplished professional and capable of consistently show to have:

- The ability to think logically
- A good memory of how software and operating systems work
- Excellent listening and questioning skills, combined with the ability to interact confidently with users at various levels of expertise & command of their computing devices to establish what the problem is, solve it, and/or explain the solution
- The ability to work well in a team
- Problem solving skills
- A strong customer focus and a can-do attitude
- The ability to prioritize your workload
- Attention to details
- Motivation and driven with a thirst of customer interaction
- The ability to share knowledge efficiently.

- **Your qualifications**

- MS Windows certifications; desktop and servers; Bachelor or Master Degree in computer science is a plus.
- Working knowledge of Mac OS is a plus.
- 3 to 5 years experiences in equivalent position is a plus (first and/or second-line support)
- English and French speaking and writing

- **Submission of your application**

Please send your application in English via email to recrutement@adacap.com. Your application shall include all the information you consider relevant, and at a minimum, a



motivation letter, your personal data, education, employment history and details on your current position and salary as well as your salary expectations for this position.

Please note that we will only reply to candidates that we wish to bring to interview stage. For further information on the company, please visit our web site www.adacap.com.