

Desktop Support Analyst

KCAS Bioanalytical & Biomarker Services is seeking a Desktop Support Analyst to support Information Technology (IT) systems, within a growing organization in Shawnee, Kansas. KCAS is a contract research organization (CRO) providing bioanalytical & biomarker services to pharmaceutical clients in support of drug development, preclinical and clinical studies.

This job ad is meant to provide a brief overview of the nature and level of work being performed and does not imply that these are the only duties to be performed.

Position Summary:

The Desktop Support Analyst installs, configures, and supports desktop related IT systems.

Key Job Responsibilities:

Typical responsibilities of a Desktop Support Analyst may include, but are not limited to, the following:

- Installation of desktop, printing, and peripherals including desk phones.
- Installation and configuration of software.
- Maintains inventory of installed software and hardware.
- Document processes and procedures for IT related support functions, including end user self-service documentation.
- Work with hardware and software vendors to verify timely product delivery and ensuring that new equipment is installed and ready to operate on schedule.
- Research and resolve IT issues.
- Create user accounts and apply access controls.

Education and Experience:

- High School Diploma required; Associates or Bachelor's degree preferred.
- 3 years related experience.

Competencies, Skills & Personal Attributes:

- Extensive experience with desktop hardware, software applications.
- A customer service-oriented demeanor.
- The ability to be proactive in anticipating and resolving problems while maximizing efficient use of computing resources.
- In-depth technical knowledge of software, hardware, and networking.
- Advanced analytical and troubleshooting skills.
- Ability to communicate with technical and nontechnical users.
- General knowledge of business processes and the interrelationship.

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- Perform all aspects of job in a way that supports company brand and company mission, vision and values.

Physical Requirements:

- Ability to lift 20 pounds.
- Ability to sit or stand for extended periods of time.
- Ability to convey complex information clearly and concisely.
- Ability to ascend and descend stairs.

KCAS is proud to be an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, marital status, veteran status, age, disability, pregnancy, genetic information, sex, sexual orientation, gender identity or any other legally protected category.