JOB DESCRIPTION	
DATE:	October 2026
POSITION:	CE CR Support Technician (L2) – Lab Systems
LOCATION:	Craigavon
REPORTING TO:	CE CR Service Desk Team Leader (L2)
RESPONSIBLE FOR (PEOPLE):	N/A

OVERALL ROLE OBJECTIVE:

The role of the Support Technician (Lab Systems) is to ensure proper computer operation of all lab systems globally. This includes providing specialist technical support in a GxP environment, ensuring systems remain available, validated, and appropriately documented so that business-critical activities can be completed. The role includes receiving, prioritising, documenting and resolving tickets, providing in-person and remote support, installing, configuring and maintaining approved hardware and software, and supporting validated platforms including Waters and Agilent solutions, Empower, and associated Citrix environments. All work must be completed in accordance with approved procedures, change controls, validation requirements and data integrity expectations. The role requires strong technical troubleshooting ability, attention to detail, excellent customer service skills, and effective collaboration with vendors and business quality and validation teams.

JOB SPECIFIC RESPONSIBILITIES:

The post holder will:

1. Manage incoming assigned/escalated tickets from end users in a courteous manner.
2. Build rapport and elicit problem details from end users.
3. Prioritize and schedule Service Desk tickets and escalate appropriately if required to SMEs (Subject Matter Experts), system owners, or business quality and validation teams.
4. Record, track, and document the Service Desk ticket troubleshooting process, including all successful and unsuccessful actions taken, through to final resolution.
5. Apply diagnostic utilities or other resources to aid in troubleshooting and ticket resolution.
6. Identify and learn appropriate software and hardware used and supported by the organisation.
7. Perform remote/hands-on fixes on lab systems, including installing, upgrading and configuring hardware and software.
8. Perform preventative maintenance on IS hardware.
9. Test fixes to ensure problem has been adequately resolved.

10. Develop help sheets, frequently asked questions, and training documentation for use by end users and colleagues.

11. Provide guidance and support to all IS colleagues.

12. Be a positive role model for all members of the IS department.

13. Take responsibility for the successful resolution and closure of all tasks undertaken, including post-resolution follow-up.

14. Positively support and be an advocate for all procedures used by the Almac IS department ensuring that any procedures which require improvement are flagged to IS management with the issues and proposed improvements documented.

15. Display the drive and commitment to make a positive difference to the operational success of the Almac IS department.

16. Provide technical expertise in the Problem Management process to drive continuous improvement and suggest resolutions to ensure issues are resolved at source.

17. Collaborate with other IS teams, lab users, system owners, business quality and validation teams, and vendors, to facilitate solutions and support the delivery of specific projects/deliverables.

18. Provide cover for all Service Desk tasks as training allows.

19. Provide specialist support for lab systems, including associated computers, instruments, acquisition servers and peripherals.

20. Support Waters and Agilent laboratory platforms and their associated software, drivers and instrument connectivity, escalating where required.

21. Support Citrix-published lab applications, primarily Empower, including access, session, printing and application-related issues.

22. Complete technical work within the GxP environment in accordance with GMP, data integrity, validation and change control requirements, ensuring the validated state of lab systems is maintained.

This role requires coverage beyond normal working hours on a regular basis and it is a condition of your employment that you are able to fulfil this requirement of the role

GENERAL ROLE RESPONSIBILITIES:

Quality	Ensure GMP is adhered to in all areas of work. Ensure that software assigned for testing meets Almac and regulatory requirements. Ensure compliance with Standard operating procedures and Policies.
Health & Safety	Understand Company's Health & Safety Policy and follow all company HSE procedures. Report all accidents or any unsafe conditions in the work place. Ensure all work is carried out to appropriate industry standards.
Training and Development	Ensure training has been received before undertaking specific duties and that all training is recorded in training records. Facilitate training of user groups in operation of computer applications.
Human Resource Management	Adhere to all HR policies and procedures, to include all absence policies and procedures.
Communication	Communicate within your own department to ensure that all relevant information is forwarded to the appropriate personnel on a regular and timely basis. Provide regular updates to your line manager regarding progress on required duties and the status of any projects.
Equal Opportunities	Observe and adhere to the company's Equal Opportunities and Dignity at Work policies ensuring that a neutral and harmonious work environment is maintained in which bullying and/or harassment does not occur.
Core Competency Framework	Ensure that all job specific responsibilities relating to the overall role objective are carried out in accordance with the requirements outlined within the Almac core competency framework.

By signing this Job Description I accept that I have received and read the Job Description and have accepted the responsibilities identified therein.	
EMPLOYEE'S SIGNATURE:	
PRINT NAME:	
DATE:	

This job description should not be regarded as conclusive or definitive. It is a guideline within which the individual jobholder works. It is not intended to be rigid or inflexible and may alter as the Company's strategic direction changes.

PERSON SPECIFICATION

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	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT	ASSESSMENT METHOD
QUALIFICATIONS	Third Level Qualification (or Equivalent)	N/A	Application Form and Documentary Evidence
EXPERIENCE	Significant Experience in Desktop Support Proficient in the use of Active Directory and Windows Operating Systems Experience working in accordance with documented procedures, change controls and quality requirements	Experience supporting Waters or Agilent lab systems Experience supporting Citrix-published applications including Empower Experience working within a GxP or other regulated environment Understanding of computer system validation and data integrity	Application Form and Interview
KEY SKILLS	Ability to organise, plan and prioritise tasks within a high volume, time focussed environment Ability to maintain a high level of accuracy and attention to detail in all work undertaken Proven methodical, analytical and organised approach to tasks Ability to adapt to and implement new technologies	N/A	Application Form and Interview

	Quality focussed with proven ability to adhere to and identify improvements to Standard Operating Procedures Excellent communication skills (verbal and written) Takes full responsibility for all tasks assigned and ensures successful closure/resolution. Ability to mentor members of the team in areas of expertise.		

ALMAC CORE COMPETENCIES

COMPETENCY	BEHAVIOUR	ASSESSMENT METHOD
RESULTS DELIVERY	Delivers results on time, within constraints and in line with company policy and procedure and organisational strategy. Demonstrates a continuous drive for quality and a commitment to excellence.	Interview
PROACTIVE SOLUTIONS	Analyses and uses experience and logical methods to make sound decisions which solve difficult problems. Seeks practical/workable and innovative methods to deliver solutions.	Interview
LEADS BY EXAMPLE	Promotes a clear vision and mission. Acts as a positive role model for the organisation, fostering a climate of teamwork and development.	Interview
COMMUNICATION	Communicates clearly and effectively. Promotes the exchange of ideas and information across the organisation. Fosters dialogue to ensure everyone understands what is going on.	Interview
CUSTOMER FOCUS	Strives to exceed the expectations and requirements of internal and external customer; acts with customers in mind and values the importance of providing high-quality customer service.	Interview

JOB SPECIFIC KNOWLEDGE	Demonstrates required job knowledge and understanding to successfully and competently fulfill or exceed the requirements of their post. Follows correct procedures and guidelines (SOPs). Proactively demonstrates a desire to enhance and develop their job knowledge.	Interview