Lonza

QA Specialist, IT Local QC Systems (f/m/d)

Job Description Summary

Today, Lonza is a global leader in life sciences operating across three continents. While we work in science, there is no magic formula to how we do it. Our greatest scientific solution is talented people working together, devising ideas that help businesses to help people. In exchange, we let our people own their careers. Their ideas, big and small.

As a member of the Quality Unit Supports team, you will be responsible for providing operational support for all QC computerized system. The role of the QA Specialist, IT Local QC Systems (f/m/d) includes application support and system administration. You will closely interact with different departments (QC, IT, QA, OT).

Key responsibilities:

- Role of System administrator and system owner for laboratory software applications used in Quality Control (QC)
- First, second and third level (1-2-3) support for users of the lab software applications (i.e. support with installations, updates, troubleshooting etc.)
- Planning and scheduling of projects for new lab systems and / or improvements for existing systems with evaluation of lab software from a scientific and technical point of view
- Support with technical problems and their escalation to the manufacturer
- Creating and executing test script, design / configuration specification and validation documents
- Configuration of lab PCs (policies, system settings, permissions), access rights and privileges in application software
- Administration of backup, archival, virtualization and execution of disaster recovery

Key requirements:

- Professional apprenticeship in computer science / IT, or completed bachelor in computer science / IT
- First experience working in a GxP environment; preferably in labs in the pharmaceutical industry
- Experience with Active Directory, administering permissions / privileges on Windows, application level, IT network and backup
- Experience working within a Quality System (i.e Risk Management, Validation, Change Control, CAPA etc) is a plus
- Administrator or system owner knowledge of lab software and other pharma software is an advantage
- Professional English and German skills (written, oral) are essential

Every day, Lonza's products and services have a positive impact on millions of people. For us, this is not only a great privilege, but also a great responsibility. How we achieve our business results is just as important as the achievements themselves. At Lonza, we respect and protect our people and our environment. Any success we achieve is no success at all if not achieved ethically.

People come to Lonza for the challenge and creativity of solving complex problems and developing new ideas in life sciences. In return, we offer the satisfaction that comes with improving lives all around the world. The satisfaction that comes with making a meaningful difference.