

Help Desk Technician

Rockaway, NJ

About Warner Chilcott

Warner Chilcott is a leading specialty pharmaceutical company currently focused on the women's healthcare, gastroenterology, dermatology and urology segments of the U.S. and Western European pharmaceuticals market. It is a fully integrated company with internal resources dedicated to the development, manufacturing and promotion of its products. We have established strong franchises in women's healthcare and dermatology through our marketing techniques and specialty sales forces. We believe that our proven product development capabilities, coupled with our ability to execute acquisitions and in licensing transactions and develop partnerships will enable us to sustain and grow our business. We currently have a full time position available with our in house Help Desk support team.

The individual will be responsible for the following activities:

- 2+ years working on an IT help desk (level 1)
- Knowledge of Personal Computer and network operation
- Perform standard laptop imaging
- Timely phone response and issue resolution experience
- Experience in use of Helpdesk management software
- Possess the ability to evaluate system problems and provide resolutions
- Be able to participate as subject matter expert in long and short range terminology planning
- Ability to communicate effectively with all levels of technology users
- Demonstrate a high level of customer relationship skills
- Minimal travel

Qualifications

Required

- High school education/GED
- 2 + years prior Help Desk or Desktop support experience
- Lotus Notes experience (8.5)
- Cisco VPN
- Prior experience installing Network Printers (remote and onsite)

Preferred

- Bachelors Degree
- Siebel knowledge and experience (sales force)
- Active Directory (AD) experience
- Pharmaceutical industry experience

Candidates must be authorized to be employed in the United States. Candidates should be willing and able to travel as necessary. Candidates must be organized and have excellent oral presentation and communication skills. Candidates must also successfully pass a drug test and background check.

Warner Chilcott realizes that our success as an organization is dependant upon our people. We seek aggressive, success oriented and adaptable associates. Please apply at jobs@wcrx.com and reference "HelpDeskTechCW" in the subject.