Position: **Helpdesk Technician / Systems Administrator**

Department: **Information Technology**

Location: **Menlo Park, CA**

About Akoya:

As 'The Spatial Biology Company®', Akoya Biosciences' mission is to bring context to the world of biology and human health through the power of spatial phenotyping. The company offers comprehensive single-cell imaging solutions that allow researchers to phenotype cells with spatial context and visualize how they organize and interact to influence disease progression and treatment response. Akoya offers two distinct solutions, the CODEX® and Phenoptics™ platforms, to serve the diverse needs of researchers across discovery, translational and clinical research.

Position Summary:

Akoya Biosciences is seeking an experienced Helpdesk Technician to join our Information Technology team. The successful candidate will be a member of a dynamic team that provides IT support to employees company wide.

Duties & Responsibilities:

- Provide end user support for software problems including operating systems, application software and productivity tools, such as Microsoft Office 365, G-Suite.
- Provide end user support for hardware problems with a variety of devices including but not limited to computers, printers and wireless devices.
- Configure and installing desktop computers, phones and network. Possessing knowledge on how to image computers is required.
- Monitor and acknowledge new support requests, and recording activities using the IT help desk software system. Determine whether the support requires immediate or planned action involving IT Director or consultants as appropriate.
- Develop a knowledgebase to leverage problem resolutions for repetitive support issues, and to provide self-service assistance to end users.
- Install and configure hardware, software and networks.
- Manage network servers and technology tools.
- Other duties as required.

Skills and Background:

- Bachelor's Degree or equivalent experience
- Knowledge of Microsoft server operating systems is required.
- Knowledge of Virtualization using VMware/Hyper-V is required.
- Proven experience as a System Administrator, Network Administrator or similar role.
- Experience with databases, networks (LAN) and patch management.

- Demonstrated ability to identify, analyze and solve technical problems by applying cost effective and technical solutions.
- Service-oriented, customer-centric attitude with the ability to respond to internal customer's requests with the appropriate level of urgency.
- Excellent written and verbal communication skills with the ability to articulate technology to the general employee.
- Ability to lift 20 lbs. as well as crawl, bend, stoop, kneel as needed to work around and install equipment.
- Be eligible to work for any employer in the United States without sponsorship.
- Must pass a pre-employment background check and drug screen.

Akoya Biosciences, Inc. proudly affords equal employment opportunity to all qualified persons regardless of race, color, religious creed, national origin, age, military status, sexual orientation, disability, genetic information, gender identity, gender expression or gender unless based upon a bona fide occupational qualification.

Apply at: careers@akoyabio.com