IT Service Desk Analyst, US
Seattle, USA

Rayner is a leading developer and manufacturer of ophthalmic implants and pharmaceuticals; it specialises in intraocular lenses (IOLs) and related products used in cataract and refractive surgery.Since the development of the first IOL, Rayner has continuously pioneered IOL design with a goal to improve vision and restore sight worldwide. Today, Rayner's mission remains to deliver innovative and clinically superior ophthalmic solutions that respond to the expectations of our global customersto improve sight and quality of life for their patients.

Today, we have offices in New York and Memphis. Rayner Surgical Inc and Omeros Corporation announced the signing of an agreement to transfer Omeros' ophthalmology assets, including OMIDRIA and the teams to support the product to Rayner in December 2021.

Why work for Rayner?

Rayner is a unique place to work with its own special culture and people, who are all driven to provide the best visual outcomes for clinicians and patients. We are driven by science to improve performance and safety, and we commit ourselves to be a great partner and to be easy to do business with. Whilst our visiondrives and guides what we do, it is our culture and the way we work as well as treat ourselves plus others that form the foundation of what we do. That's why at Rayner we strive to create a workplace where we live our values every day. We invite you to join us on our exciting journey!

Our Careers

Rayner is more than an IOL manufacturer. We have an entrepreneurial spirit that drives us to pursue our vision, supported by a dedicated team who share our beliefs – from research and development engineers toproduction, sales and support.

Being ambitious, focussed, open, respectful and keeping our promises enable us to take on challenges thatother businesses simply won't entertain, and it's those qualities we value and nurture in the people we workwith. Rayner is also proud to be an equal opportunities employer.

Rayner has a broad portfolio of products across the patient pathway, including monofocal and premiumIntraocular Lenses (IOLs), a full range of Ophthalmic Viscosurgical Devices (OVDs), a family of Ocular Surface Disease (OSD) solutions and RayPRO, our recently launched patient outcomes digital platform.

We are looking for a ServiceDesk Analyst able to provide first and second line support to our US-based employees. Working with Rayner IT colleagues globally, the individual will be responsible for the following:

Your key responsibilities will be:

• Manage the ServiceDesk for US employees

• Resolution of ServiceDesk tickets within agreed SLAs

• First line support for office-based employees

• Remote support for field-based employees

• Maintaining Company standards for software / application deployments

• Managing procurement of IT equipment in line with Company standards

• Advising the user community on correct and secure usage of IT equipment and systems

• Ensuring security measures for IT systems are monitored and maintained

• Working closely with global IT colleagues, contribute to the on-going development of the IT function in Rayner

Qualifications/ Experience:

Essential

• Remote Employee Support

• Windows Desktop/Server Administration

• Active Directory and Group Policy Management

• Windows Imaging Administration and Management

• Software Automation, Deployment and Patching

• Inventory Management

• Office 365/Azure AD Administration

• Architecture and Infrastructure Support (Network Layer understanding - Minimally Layers 1-4)

• Basic hardware repair (laptop/desktops)

Desirable

• Identity Provider Administration & Management (Okta)

• WSUS Patch Management

• Email Spam Filtering Management

• Exchange Management

• Web Server (HTML/CSS)

• SharePoint Management

• General Database Management (GUI/Command Line): Oracle, MSSQL, MySQL

• Scripting (JSON, PowerShell, various silent install technologies MSI, InstallShield, InstallAnywhere, Java, etc)

• Apple Business and DEP Administration, macOS & iOS management

• Zoom Administration

• Phone System Management (VOIP)

• Mobile Device Management (AirWatch, Okta)

• Amazon Web Services

• Backup Solutions Administration

Please apply by sending an up-to-date CV & covering email to recruitment@rayner.com