

Lonza

Quality Unit Support IT Specialist (f/m/d) (80-100%)

Job Description Summary

Today, Lonza is a global leader in life sciences operating across three continents. While we work in science, there's 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, genuinely improve the world. And that's the kind of work we want to be part of.

The Visp site is looking for a Support Specialist (f/m/d) (80-100%) for quality unit support team (QUS-Visp). As member of this group, you will be responsible for providing operational support for all QC computerized system. This role includes application support, system administration. You will closely interact with different departments (QC, IT, QA).

Key responsibilities:

- Administration of QC local software applications
- 2nd level support for users of the lab software applications (i.e. support with installations, up-dates / upgrades and trouble-shooting)
- Providing assistance with URS / DIRA / ERES
- Supporting with technical problems and escalating them to manufacturers
- Providing an assistance with evaluation of lab software from a scientific and technical point of view
- Creating and executing test script, design / configuration specifications and validation documents

Key requirements:

- Bachelor or Master of Science with a technical or scientific graduate or similar background
- Strong IT skills and an interest to work with computerized system is essential
- User and / or technical knowledge of different laboratory software systems (such as Softmax Pro, WinKQCL, Chromeleon, Solo VPE etc.) or other software is essential
- Experience in the GMP environment or other regulated environment (such as ISO) would be of advantage
- Fluent language skills in German, English skills would be an advantage

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.