



## **IT Support Specialist (IT04)** **Job Description**

### **The Company**

Aperio is the leading provider of digital pathology solutions in hospital and reference labs, academic medical centers, and biopharma institutions across the world. Today, our affordable and complete product portfolio is proven to lower costs, increase efficiencies, and enhance workflow in labs everywhere. Our comprehensive product line features our ScanScope® scanners, Spectrum™ image management (PACS) software, SecondSlide™ slide sharing service for pathology, and image analysis tools and services.

Aperio's products are FDA cleared for specific clinical applications, and are intended for research and education use for other applications. For clearance updates and more information please visit [www.aperio.com](http://www.aperio.com).

### **Summary**

Reporting to the IT Manager, an IT Support Specialist provides end-user support for the end-user community of Aperio. Must be customer support oriented, self-starter, able to work in a dynamic and fast paced environment; good communication skills in person, by phone and by e-mail a must!

### **Major Responsibilities:**

- Provides hardware and software support for the local and remote end-user community of Aperio with some of the remote users being located in the U.K., Canada, Japan, Australia, and Germany
- Assists with maintaining and managing the computer equipment and software inventory and assets
- Assists the IT Manager in the daily support operations of Aperio
- Assist the IT Manager with defining and enforcing Information Technology Policies and Procedures

**Requirements:** All listed skills are 3 to 5 years experience unless otherwise noted

- Previous helpdesk or customer support experience
- Microsoft Windows XP Pro/7; installation, support and troubleshoot
- Install, configure, upgrade and troubleshoot computer hardware and software
- Microsoft Office 2003/2007 (includes Outlook)
- Microsoft Active Directory and Domain support
- Microsoft Networking including Microsoft File and Print Sharing
- Multi-layered TCP/IP networks (IP v4/v6) including DNS, DHCP and WINS
- WiFi Networks (802.11a/b/g/n)
- VPN/PPTP support
- Remote desktop support; Microsoft RDP, VNC, WebEx, pcAnywhere, Timbuktu and other similar products
- Web browsers; Microsoft Internet Explorer & FireFox
- Adobe Acrobat & Distiller
- AntiVirus, Spam and Spyware software
- Acronis TrueImage Workstation and Server
- Documentation
- Must be able to lift general computer equipment; desktop computers, monitors and printers
- Must be able to work unsupervised; self starter

### **Desired Skills**

- Microsoft Exchange 2003 (Standard and Enterprise) support
- Microsoft Server 2003/2008 setup, configuration and support
- Microsoft SQL server support (including SQL express)
- Linux
- Virtual Machines; VMware ESX/ESXi/WorkStation, Microsoft Hyper-V
- HP/Compaq ProLiant server setup, configuration and support
- Dell PowerEdge server setup, configuration and support



- RAID 0, 1, 5 and 6 setup, configuration and support
- iSCSI and SATA Multilane/path setup, configuration and support
- SAN and NAS setup, configuration and support
- Data backup software and systems including deduplication and other bit level backups
- Router and firewall configuration and setup (Netscreen, Adtran, Cisco, Netgear)
- WAN/LAN support (including secure VPN tunnels)
- SNMP/WMI monitoring and error trapping
- Layer 2 and 3 Ethernet switch configuration and setup
- Inter-Tel Axxess 9000 series phone system and equipment including IAWC and VoIP desired but not required
- MCSE and or A+ Certification desired but not required

**Location and type:**

Full-time employment in Vista, California

**Compensation and benefits:**

Aperio pays our great people salaries commensurate with market value, and provides full benefits including health benefits and a 401(k) plan. All Aperio employees participate in our stock option plan.

**Contact**

Aperio is committed to attracting and retaining the most highly qualified candidates available. As an Aperio employee you will be consistently challenged to deliver your best. Because we provide our customers the best technologies and service in the industry, you will constantly develop new skills, learn new products, and be involved in activities that are highly valued in the marketplace. At Aperio, we value our customers as partners, and therefore strive to deliver excellence in everything we do. If you are ready for this challenge, contact us by sending your resume to [jobs@aperio.com](mailto:jobs@aperio.com). Please include the position title.

Aperio is an equal opportunity and affirmative action employer. We support workforce diversity.