



IT Support Specialist II

Job Code 389GV

Description

Fate Therapeutics is seeking an experienced and highly motivated Desktop Support Technician professional to provide internal IT support for the Company's end users, including employees and contractors. The successful candidate will have excellent technical skills and a passion for technology. This position will work closely with the Operations and IT team, supporting all departments across the organization, be self-directed and thrive in a team environment. The successful candidate holds a high standard for their work and has great attention to detail, thriving in a fast-paced environment, proactive, forward thinking, with the ability to plan and assist the Company's IT end user needs as we grow and develop the organization and continue to build IT systems. This full-time position reports to the Systems Administrator and is located at the Company's corporate headquarters in San Diego, CA.

Responsibilities include

- Complete level I and II IT Help Desk tickets and serve as the first point of contact for Help Desk requests.
- Troubleshoot and solve common IT issues.
- Set up new desktop systems and configured laptops for incoming employees, loading required software and server permissions.
- Support workstation backups and restores, Company supported hardware and software applications, Office 365, and other cloud services.
- Manage IT inventory.
- Prepare and develop training materials, conduct webinars and create knowledge base articles for user training and support departmental creation of technical documentation and tech manuals.

Requirements

- Minimum 2 years previous Help Desk experience for a mid-size company, biotech and/or other regulated industries preferred.
- Hands-on experience with Microsoft desktop operating systems and software products.
- Knowledge of Office 365.
- Experience working in Help Desk ticketing systems.
- Able to manage and prioritize multiple projects, multitask and solve problems efficiently and quickly.
- Strong customer service skills, including ability to listen, interpret and explain IT related concepts in non-technical terms.
- Excellent verbal and written communication skills.
- Independent thinker, proactive in improving IT systems.
- Comfortable working in a lab environment.
- Experience in managing and using the following systems: OKTA, MS Teams, Fresh Works a plus.

Working Conditions and Physical Requirements



- Will require setup of user workstations or other IT equipment.
- May require occasional evening and weekend work.
- Travel is required to additional Fate sites located in San Diego.
- The preceding job description indicates the general nature and level of work performed by employees within this classification. Additional and incidental duties related to the primary duties may be required from time to time.

For consideration send cover letter and resume to: careers@fatetherapeutics.com and reference Job Code 389GV.

About Fate Therapeutics, Inc.

Fate Therapeutics is a clinical-stage biopharmaceutical company dedicated to the development of first-in-class cellular immunotherapies for cancer and immune disorders. The Company has established a leadership position in the clinical development and manufacture of universal, off-the-shelf cell products using its proprietary induced pluripotent stem cell (iPSC) product platform. The Company's immuno-oncology product candidates include natural killer (NK) cell and T-cell cancer immunotherapies, which are designed to synergize with well-established cancer therapies, including immune checkpoint inhibitors and monoclonal antibodies, and to target tumor-associated antigens with chimeric antigen receptors (CARs). The Company's immuno-regulatory product candidates include ProTmune™, a pharmacologically modulated, donor cell graft that is currently being evaluated in a Phase 2 clinical trial for the prevention of graft-versus-host disease, and a myeloid-derived suppressor cell immunotherapy for promoting immune tolerance in patients with immune disorders. Fate Therapeutics is headquartered in San Diego, CA. For more information, please visit www.fatetherapeutics.com.