



IT Help Desk Technician (End User Computing Technician)

Location: Rockville, MD [100% on-site]

Type: Full Time

On Demand Pharmaceuticals (ODP) is changing the way we make and distribute medicines—by providing them to everyone, everywhere, every time. ODP is creating innovative manufacturing platforms to enable our vision to produce critical medicines at the point of care and to secure the pharmaceuticals supply chain. As a young organization, ODP offers an exciting opportunity for passionate scientists and engineers to make a difference in the world while developing career paths for advancement. ODP is seeking an IT Help Desk Technician (End User Computing Technician) to support our team in our Rockville, MD headquarters.

Position responsibilities:

- Provide onsite, tier 1 technical support to ODP staff for all IT-related needs
- Provide technical support for company-wide VoIP/telephony initiatives (Vonage Business)
- Provide ongoing support and administration of AV systems in coordination with ODP Facilities team
- Manage user onboarding/offboarding needs in coordination with ODP Facilities team
- Maintain and administer IT asset tracking platform to secure ODP IT assets
- Work directly with outsourced IT support team for all aspects of daily staff support
- Identify, create and maintain documentation to help facilitate staff familiarity with IT systems
- Provide staff trainings and knowledge transfer on IT systems (Office 365, VoIP/telephony, AV, etc.)
- Provide junior / entry-level network and systems support (DNS, DHCP, wireless, servers, etc.)
- Provide after-hours support to the organization as needed
- Other responsibilities as required / directed

Required skills / experience:

- Minimum Associate's degree in related field
- Prior experience in a Help Desk role
- Experience installing, troubleshooting and using Windows and Mac operating systems
- Experience installing, troubleshooting and using Microsoft Office suite
- Experience troubleshooting laptop and desktop hardware / peripherals
- Experience with Microsoft Teams and/or Zoom collaboration platforms
- Willingness to learn new technologies and be mentored
- Customer service skills, including strong written and verbal communication

Desired skills / experience:

- 1-3 years in a Help Desk role, preferably supporting 25-200+ users
- Experience with UCaaS systems desired
- Experience administering Active Directory and Office 365 users/licenses desired
- Experience troubleshooting network connectivity and network fundamentals desired
- Knowledge of DNS, DHCP, file and print services desired
- Microsoft, Cisco, CompTIA certifications a plus



COVID-19 Vaccination Policy:

With limited exceptions, COVID-19 vaccinations are required for all ODP employees who work on-site at our headquarters. Employees must present proof of full vaccination (ex. CDC card) or submit exemption requests to the Director of People Operations within two weeks of new employment. Exceptions to the policy are available only for those who need an accommodation for a qualifying medical reason or sincerely held religious belief or practice.

[Please click here to submit an application for this position.](#)

On Demand Pharmaceuticals is an equal opportunity employer. On Demand Pharmaceuticals does not discriminate in employment with regard to race, color, religion, national origin, citizenship status, ancestry, age, sex (including pregnancy, gender identity, or related medical conditions), sexual orientation, marital status, physical or mental disability, past or present military service or any other characteristic protected by law.