



Lighthouse Instruments is the world leader in laser-based headspace analysis of pharmaceutical products. We provide laboratory measurement services, laboratory instruments and 100% automated inspection systems for use in all phases of the pharmaceutical product life cycle.

Lighthouse Instruments Headquarters, R&D, and manufacturing are located in Charlottesville, USA.

Lighthouse Instruments BV, located at the Amsterdam Science Park, supports the sales and marketing of the Lighthouse Instruments product lines and is supplier of laboratory services to customers in Europe.

The Amsterdam team currently consists of 30+ people serving the pharmaceutical industry and supporting the EU Sales Team (based around Europe).

LIGHTHOUSE Instruments BV Amsterdam is looking for an IT Support Specialist

POSITION PURPOSE:

The IT Support Specialist reports to the IT Director of Lighthouse Instruments USA and is responsible for the day-to-day operations of IT equipment in the Lighthouse Instruments Amsterdam office, with a primary focus on helpdesk duties. Depending on experience, the IT Support Specialist may be responsible for planning, maintaining and developing all computer-related activities for the Lighthouse Instruments Amsterdam office, with input from the IT Director of Lighthouse Instruments USA.

REQUIRED QUALIFICATIONS & EXPERIENCE:

- A science or technical degree, or equivalent qualification in an IT technical field;
- At least 3 years of corporate IT working experience / IT support;
- Proficiency with Microsoft Windows 10 or 11, and Windows Server 2022;
- Experience with Linux and/or BSD operating systems preferred;
- Understanding of modern computer networking, including VPN, ethernet and wireless;
- Proficiency with Google G-Suite and MS Office Products;
- Remain current on advances in technology;
- Effective problem analysis and resolution skills;
- The ability to be flexible and set/shift priorities while meeting deadlines;
- Strong written and verbal English skills;
- Good interpersonal communication skills;
- The ability to work independently;
- A place of residence in or near Amsterdam and being in the possession of a 'BSN';
- Familiarity with Quality systems (ISO, GMP, GAMP) and with Salesforce CRM software is a plus.

PRINCIPAL RESPONSIBILITIES:

- Provide technical support to users;
- Collaborate with users, vendors, technicians and managers to understand and assess computer needs and requirements for the Lighthouse Instruments Amsterdam office;



- Design, develop and document solutions to the computer requirements, including GMP (Good Manufacturing Practices) documentation;
- Execute laptop configuration and updates, User and VPN access management, and care and administration of a file and SQL server;
- Diagnose and resolve wireless and network connectivity issues;
- Secure and maintain computer systems and troubleshoot hardware failures.

WORKING HOURS:

32 - 40 hours per week.

INTERESTED?

If you have any questions and if you would like to apply, please send your motivation letter and CV to Eva Goudswaard, Sr. HR Manager: egoudswaard@lighthouseinstruments.com