



Company Information

Castle Creek Biosciences (“Castle Creek”) develops and commercializes gene therapies for patients with rare and serious genetic diseases. The company’s lead gene therapy candidate, FCX-007, is being evaluated for the treatment of recessive dystrophic epidermolysis bullosa (RDEB), the most severe and debilitating form of epidermolysis bullosa (EB). In addition, Castle Creek is developing FCX-013, a gene therapy for the treatment of moderate to severe localized scleroderma. Castle Creek is a portfolio company of Paragon Biosciences. For more information, visit castlecreekbio.com or follow Castle Creek on Twitter @CastleCreekBio.

Job Description

Job Title:	Desktop Support Administrator
Reports to:	IT Manager
Group/Division:	Information Technology
Number of Direct Reports:	0
Day/Shift (if applicable):	
Exempt/Non-Exempt:	<u>Exempt</u>

General Responsibilities

- The position will support end users’ software and hardware requirements, as well as assisting with varied projects and large installs.

Responsibilities

- Provides end user support on a variety of issues for computer-based applications, software, and hardware.
- Responsible for the IT setup of all new hires including computer terminal, desk phone, mobile device, printing, etc.
- Responsible for training non-IT staff in the use of the company systems.
- Identifies, researches, and resolves technical problems for network and workstations.
- Provides first-line support by responding to telephone calls, e-mails and in-person requests for on and off-site technical support.
- Identifies, documents, tracks, and monitors technical issues to ensure a timely resolution
- Responsible for IT inventory management.
- Ability to lift and 50lbs of computer equipment for new user installs and moves

Computer Skills

- Ability to diagnose and resolve hardware and software problems.
- Experience with a variety of Microsoft operating systems and applications (Windows 7, Windows 10, MS Office).

Education

- Experience with Microsoft Office 365.
- Microsoft / CompTIA / industry certifications.
- Previous employment with the Pharmaceutical Industry.

Disclaimer:

Castle Creek Biosciences is an Equal Employment Opportunity Employer



This position description is written as a guideline to inform Castle Creek Biosciences Employees of what is generally expected of them at each job level. The description is not intended to be all encompassing or limiting in any manner; rather, it is hoped it will add understanding and better reflect the work performed at all levels of employment within Castle Creek Biosciences. Duties and responsibilities other than those listed may be included as needed within the work group or the company as a whole.

The above information is for exclusive use within. Castle Creek Biosciences and may not be used or duplicated by others without written consent.

**Position Description and Essential Job Functions
Applicant Review**

Please read and sign after reviewing the Position Description and Essential Job Functions for **Desktop Support Administrator**.

Printed Name: _____

Signature: _____

Date: _____