



## Senior Technical Support Specialist

DRI Healthcare (“DRI”), is a pioneer in global pharmaceutical royalty monetization. We accelerate therapeutic innovation by providing capital to inventors, academic institutions and biopharma companies. We provide uniquely favorable exposure for investors through a diversified, risk-mitigated portfolio of therapeutic assets that aims to generate attractive returns and significant growth potential. We focus on medicines that matter – pursuing deals for medicines that have a demonstrable positive impact on the world, aiming to acquire dependable, patent-protected cash flow streams derived from the sales of those important drugs. Since our founding in 1989, DRI has deployed more than \$2.5 billion, acquiring more than 60 royalties on 40-plus drugs, including Eylea, Spinraza, Zytiga, Remicade, Keytruda and Stelara. DRI Healthcare Trust’s units are listed and trade on the Toronto Stock Exchange. To learn more, visit [DRIHealthcare.com](http://DRIHealthcare.com) or follow us on [LinkedIn](#).

### Position Overview:

The **Senior Technical Support Specialist** will be involved in the day-to-day operations of the IT function; you will provide Tier I, Tier II & Tier III support: identifying and resolving customer's technical issues in a timely and appropriate manner. The Senior Technical Support Specialist delivers a high level of customer service and satisfaction; works well in a team environment and can effectively prioritize and balance a demanding workload. This role is based in Toronto however requires frequent travel to the U.S. to support our U.S. operations.

### Key Duties and Responsibilities:

- Support, document, monitor, configure, and administer the IT Help Desk. Take ownership and responsibility in escalated L1/L2/L3 issues.
- Actively participate as a global IT staff member to maintain IT support documentation, manage multiple IT support queues and help to handle ticket escalations. Provide excellent technical customer service for staff members, assisting staff via in-person walk-up, support ticket, email, or chat as needed.
- Diagnose and resolve hardware and software problems for end-users in-person walk-up, support ticket, email, or chat as needed. Documents solutions and procedures on the IT intranet portal as needed.
- Monitor IT infrastructure and applications for service interruptions and security incidents. Assists IT colleagues to resolve problems, and research, plan, and implement technical projects and new systems.
- Perform all aspects of the hardware lifecycle to include hardware repairs, upgrades and migrations. Support desktop operating systems, hardware and software with focus on PC (Windows 10/11) and Mac (all versions of macOS, iPhone, iPad)
- Provides on-call end-user support after-hours as needed or during busy periods (e.g. new system deployments)
- Research, quote, and procure IT hardware, software, cloud systems purchases
- Develop training materials and procedures for end users and IT staff

- Strong focus on cybersecurity, implementing cybersecurity best practices and working with users to ensure adherence to cybersecurity principles
- Assist in development and implementation of standard operating procedures and technology best practices. Working knowledge of compliance related tasks, including SOX and other IT regulatory governance and audits
- Work with IT staff and external operations teams to investigate and resolve problems associated with security issues.
- Provide VIP support to our executive staff and senior leadership.
- Support industry leading cloud-based software used within the company via phone, email, web and remote access, and in-person in Toronto and travel to U.S.
- Testing various systems and log monitoring to ensure proper system uptime
- Assist with creating and deactivating user accounts as well as user access reviews
- Maintains backup systems and archives
- Manage inventory management of supplies, IT accessories, and mobile devices
- Performs software upgrades, plugin updates, and other IT system maintenance
- Helps resolve audio/visual issues in boardrooms
- Maintains phone system configuration, cell phones, and other user accounts
- Troubleshoots issues and maintenance related work on Document Management Systems, Salesforce, and Office 365 and other cloud-based systems
- Maintains professional and technical knowledge attending IT training
- Collaborate with IT vendors to solve technical problems efficiently
- Contributes to team effort by accomplishing related IT tasks as needed

#### **Qualifications/Requirements:**

- College diploma or University degree in a technical field or equivalent from two-year College or technical school. Bachelor's degree preferred.
- 6+ years of experience with Microsoft Office 365 and Azure and Intune/Endpoint Manager.
- Strong experience using: Veeam, Office 365, MDM, Intune, VPNs, and Cisco Meraki networks.
- Strong working knowledge of Windows 10/11 Pro desktop support and maintenance as well as knowledge of Windows Server 2008/2012/2019.
- Hardware experience with servers and workstations is required.
- Intermediate knowledge of VMware and Hyper-V environments.
- Experience with a 24x7 Support Operation and Level II, III support preferred.
- Experience supporting enterprise network infrastructure, Microsoft Active Directory, TCP/IP, DNS, DHCP, WINS, configuring and maintaining anti-virus software, Windows Updates, IIS, Terminal Services.
- MCP, MCSA or MCTS certification as well as A+ or Network+ certification is a plus.
- Familiarity with database software such as Access, SQL Server or MySQL a plus.
- Experience with Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) software or any proprietary software product is a plus.
- Demonstrated ability to interpret, analyze, troubleshoot and resolve technical problems.

- Must possess excellent communication skills including verbal, written, and telephone etiquette.
- Demonstrated ability to engender trust and confidence of senior professionals, both internally and externally; able to interact effectively with all levels of senior management and across various groups (i.e. accounting, finance, investment professionals).
- Must have a valid passport and be able to travel to the U.S. for work.

The position is located in Toronto with travel to the U.S. and offers a competitive compensation package, commensurate with experience. A valid passport is required for this position.

To apply, please submit a resume and cover letter to [careers@drihealthcare.com](mailto:careers@drihealthcare.com), citing the position title in the subject line. We thank all applicants for their response but only those considered for an interview will be contacted.