

Job Title: Senior Implementation and IT Specialist
Department: Product
Reports to: VP Product & Engineering
Position Type: Full Time Non-Exempt

PRIORITY RESPONSIBILITY

Support Golden Helix's enterprise customers in implementing our genomic analysis desktop and enterprise solutions on-premise. Take ownership of Golden Helix local and cloud IT infrastructure to maintain efficiency and security of company operations. Develop customized integrations and command line bioinformatic pipelines on Linux. Master the capabilities of Golden Helix genomic analysis software to ensure the successful adoption and usage by enterprise customers.

ESSENTIAL DUTIES

Implementation Specialist

- Lead projects to implement our solution with enterprise customers: understanding their requirements, advising on infrastructure and supporting installation and integration efforts
- Become product expert for our genomic data warehouse and enterprise genomic analysis solutions, including developing novel integrations with Laboratory Information Management Systems (LIMS) and Electronic Health Record (EHR) systems
- Support and advice customers developing custom bioinformatic pipelines on Linux with our platform
- Manage development projects for enterprise customers, interfacing between customers IT and users and product development team to support offline installations, single-sign-on and other customizations needs

Network and System Specialist

- Manage the security and reliability process for internal Golden Helix infrastructure
- Implement improvements to internal network and security infrastructure as the team grows
- Provide expertise with enterprise IT systems design and implementation.
- Implement internal systems and network infrastructure with a mix of physical and virtual servers, on-premise and cloud-based servers, windows and Linux
- Investigate customer problems referred by Field Application Scientists.
- Other duties as directed.

QUALIFICATIONS

- *Must have ability to work for any US employer without restrictions*
- MS or PhD in a technical discipline or an equivalent combination of training and experience.
- Education in computer science, mathematics, engineering, life sciences, or a related field
- Strong experience in a technical engineering role as well as experience as a Systems Engineer.
- Ability to lead multi-discipline engineering project teams.

- Bioinformatics experience desired, especially NGS pipeline development and deployment
- Excellent communication skills and experience interfacing across multiple departments
- Understand network and enterprise technologies such as Ethernet, TCP/IP, PPP, IPSec, VLANs, VPNs, LDAP, ActiveDirectory, cluster computing, virtual machines and docker/ singularity
- Skills in the following areas are generally required: Unix or Linux OS, Scripting or Programming in C, C++, Python, Bash, Javascript or a similar language
- Track record of written and oral communication experience, such as publications, grant applications and conference presentations

MEASUREMENTS

The Senior Implementation and IT Specialist will be measured on:

- Successful implementation of our solution by enterprise customers
- Customer projects completed with successful outcomes
- Internal infrastructure integrity and security.