



## About ITM

ITM is a privately owned biotechnology and radiopharmaceutical group of companies dedicated to the development, production and global supply of targeted diagnostic and therapeutic radiopharmaceuticals and radioisotopes for use in cancer treatment. We are developing a proprietary portfolio and growing pipeline of targeted treatments in various stages of clinical development addressing cancers such as neuroendocrine cancers or bone metastases. Our main objectives are to significantly improve treatment outcomes and quality of life for cancer patients through a new generation of Targeted Radionuclide Therapies in Precision Oncology. The headquarters are located in the heart of the research center of the Technical University of Munich (TUM).

In the United States, ITM is expanding to support our growing portfolio and pipeline. We are building a high-performing commercial team to bring innovative radiopharmaceutical therapies to patients and strengthen our presence in oncology.

## IT Support Lead, US

**Your role**

**Your profile**

- Provide second-level IT support for applications, systems, and services, including troubleshooting and resolution of complex issues
- Serve as a primary point of contact for employee IT support, delivering timely, customer-oriented assistance
- Analyze, document, and resolve IT incidents to ensure stable and efficient operations
- Manage and prioritize tickets within the IT service desk system to ensure service levels are met
- Support onboarding and offboarding from an IT perspective, including equipment setup and access provisioning
- Ensure the functionality and reliability of end-user equipment, including laptops, printers, and video conferencing systems
- Collaborate with internal stakeholders to support business-critical applications and collaboration tools
- Coordinate and manage third-party IT vendors and service providers
- Support IT management with operational activities and participate in IT projects and improvement initiatives
- Bachelor's degree in Information Technology, Computer Science, or a related field, or equivalent practical experience
- 3-5 years of professional experience in IT support, IT operations, or end-user support roles
- Strong working knowledge of Windows environments, Microsoft Office 365, and common workplace IT tools
- Experience working with IT service desk tools and ticketing systems
- Strong service mindset with excellent communication skills and the ability to support non-technical users
- Organized, solution-oriented, and able to work independently while managing multiple priorities
- Experience supporting end-user hardware, peripherals, and collaboration platforms
- Prior experience in a growing or fast-paced organization is a plus

## Our offer

- Competitive base salary.
- Comprehensive health benefits, including a medical plan with no employee premium and 100% company-paid dental and vision coverage.

- Annual bonus opportunity.
- 401(k) with company match.
- Generous paid time off and company holidays.
- An entrepreneurial environment with the opportunity to shape a high-growth U.S. business.

Salary Range (US) \$100,000-\$150,000

The compensation range for this US role is listed above for a full-time employee. Actual salary will vary based on factors such as candidate's qualifications, skills, competencies, and demonstrated experience.

ITM is an equal opportunity employer. Qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, disability, veteran status, marital status, or any other characteristic protected by law.

If you are a qualified individual with a disability or a disabled veteran and are unable to apply for a position through our online application process, you may request a reasonable accommodation. To request assistance, please contact us at [careersus@itm-radiopharma.com](mailto:careersus@itm-radiopharma.com).

Apply now

#### **Note for recruitment agencies**

Please note that we do not accept unsolicited applications or offers of assistance. The telephone number given in the advertisement is intended exclusively for applicants and should not be contacted for any other purpose. Thank you very much!

## **More about ITM**

With us, you will have the opportunity to work in an international environment on ground-breaking projects that can have a significant impact on cancer care worldwide. We are looking for dedicated, talented and



passionate professionals who share our vision and want to help shape the future of oncology. If this exciting challenge appeals to you and you would like to contribute to realising our common goal, please do not hesitate to send us your application. We look forward to hearing from you!

For more information please visit: [www.itm-radiopharma.com](http://www.itm-radiopharma.com)