



## POSITION PROFILE:

# SENIOR HELPDESK SUPPORT AND SYSTEM ADMINISTRATION

2020

Acer Therapeutics Inc.  
(Nasdaq: ACER)  
One Gateway Center  
Suite 351  
Newton, MA 02458  
[www.acertx.com](http://www.acertx.com)



## Company Overview

Acer Therapeutics is a pharmaceutical company focused on the acquisition, development and commercialization of therapies for serious rare and life-threatening diseases with significant unmet medical needs. Founded in 2013, Acer completed its Initial Public Offering in 2017, has raised \$93M to date, and has rapidly built a diverse portfolio of product candidates. Acer's pipeline includes four clinical-stage candidates: emetine hydrochloride for the treatment of patients with COVID-19; ACER-001 (a taste-masked, immediate release formulation of sodium phenylbutyrate) for the treatment of various inborn errors of metabolism, including urea cycle disorders (UCDs) and Maple Syrup Urine Disease (MSUD); EDSIVO™ (celiprolol) for the treatment of vascular Ehlers-Danlos syndrome (vEDS) in patients with a confirmed type III collagen (COL3A1) mutation; and osanetant for the treatment of induced Vasomotor Symptoms (iVMS). Each of Acer's product candidates is believed to present a comparatively de-risked profile, having one or more of a favorable safety profile, clinical proof-of-concept data, mechanistic differentiation and/or accelerated paths for development through specific programs and procedures established by the FDA.

The company is led by a management team experienced in the development and commercialization of rare disease therapeutics. Acer's strategy is predicated upon time and cost-efficient drug development, with the goal of delivering safe and effective therapies to patients with the utmost urgency.

Acer has a strong company culture and is committed to creating and maintaining an environment that values individual rights, hard work, fosters creativity, and promotes success. The Company is fueled by the talent and expertise of our employees, driven by the commitment to treating patients with critical unmet medical needs.

## Reporting Relationship

This position will report directly to the Chief Operating Officer (COO).

## Location

United States. We operate in a virtual environment, with most employees working from home. Some travel to our East Coast (Newton, MA) and West Coast (Bend, OR) offices will be required, as well as other US meeting locations from time to time.

## Job Description

Acer is seeking a professional to serve as the primary point of contact for the support of the end users and computing infrastructure. The candidate who fills this position will be responsible for supporting the IT needs and requirements of Acer and its employees.



## Responsibilities

- Log, Track and Manage all incidents, problems, and support requests. Be the main escalation point of contact, ensure timely notification of an incident, and escalate larger issues to Management – making sure to follow up on these, and to update employees, and management, as necessary
- Remote installation, configuration, patching/updating, and troubleshooting of end-point devices (laptop, pc, mobile, printers, network equipment)
- Continuous improvement and utilization of existing technologies
- When necessary coordinate and escalate support with MSP (Managed Service Provider)
- Equipment Inventory management, setup and maintenance including peripherals
- User Account management (Office 365 and other cloud-based security infrastructure)
- Manage software licensing, as well as a license library to track available and used resources
- Procure and deploy new software and hardware as needed and ensure version control
- Train employees in the use of software and hardware as needed
- Phone & Voice Messaging setup and maintenance
- Able to provide clear and calm support during severity 1 issues
- Ensure that all operating policies and processes are followed and report any issues
- Stay current on emerging technology and be able to provide recommendations for future technology investments

## Qualifications

- At least 5 years experience in end-user support, incident management, IT ticketing system
- Experience in virtual computer configuration & troubleshooting
- Strong Microsoft Product Suite knowledge and experience. Ex. AD, Intune, Office365
- Experience with Apple Mac hardware/software
- Experience with Android and iOS mobile devices
- Experience with Disk Imaging software and managing standards around base images
- Excellent communication, customer relations and problem-solving skills a must
- Experience managing MSP's and performing as client-side Service Delivery Manager
- Ability to self-manage and prioritize tasks
- Ability to execute and follow-through to completion and documentation
- Ability to learn new concepts and technologies quickly
- Aptitude to learn cloud-based technologies with a solution bias towards cloud
- Strong documentation and reporting skills
- Certifications preferred - A+, ITIL
- Knowledge regarding GxP, COSO, ITGC, SOX and IT in a validated environment is preferred



## Compensation

Acer seeks an individual of exceptional ability and will offer a competitive compensation package commensurate with candidate's individual skills and experience.

## The Acer Ethos

We founded Acer on the fundamental mission that we will invest in developing innovative therapies for people impacted by serious rare diseases with significant unmet medical need and make them broadly accessible. In an era when the pharmaceutical industry is making huge strides in advancing therapeutic options for rare conditions, that may not sound atypical. But we believe we have a better way and it will deliver significant value to patients and their caregivers, healthcare systems and society.

Be led by patients, their caregivers and clinicians.

We don't just put patients first; we are fueled by their resilience to adversity. That's why patients and their caregivers lead us in how to think about shaping our drug development programs so that our products will deliver optimal outcomes and earn the commitment of treating clinicians.

We recognize that drugs can offer tremendous benefit to patients and clinicians alike, but often leave both with an incomplete promise. That's why we engage with patient and clinician communities in our targeted pipeline areas and listen to their needs in order to reflect their inputs early and throughout our drug program development.

Indeed, such collaboration enables us to solve challenges and design solutions together.

## Our Core Principles

1. Obligation to prioritize the Patient & their Family
2. Be Compassionate
3. Respect other's perspectives
4. Responsibility to do what's right – always!
5. Total Transparency
6. Celebrate Diversity
7. Humility
8. Be Courageous
9. Accountability
10. Be Unconventional

We will be accountable to this Ethos and Core Principles. We encourage open and transparent communication that can help us to drive our mission forward. We may seem impatient, but it is only because we want to get there faster. We are in this, together.

Acer Therapeutics is an Equal Opportunity Employer.