

At Astellas, we believe that nurturing exceptional relationships with our employees delivers exceptional business results.

Everyone at Astellas has a responsibility for creating a brighter future for patients around the world. From the first moment, Astellas will inspire you to put this ethos into practice – with a positive, agile company culture and with well-defined ethical principles, values, and systems. Everything we do is led by our company values of integrity, being patient centric, taking ownership, delivering results, and communicating openly. These values are essential to Astellas' relationship with its employees and now is an exciting time to join us as we continue to evolve as a cutting-edge, value driven life sciences innovator.

Position: Manufacturing and Labs Application Engineer

Department: PDM Digital

Line Manager: Lead Digital Strategy and Transformation - Global Pharma Manufacturing

Location: Shenyang

Purpose and Scope

The Manufacturing and Labs Application Engineer supports the implementation, configuration, maintenance, and continuous improvement of digital platforms used in manufacturing and laboratory operations. This role contributes to the reliable operation of systems such as Manufacturing Execution Systems (MES), Laboratory Information Management Systems (LIMS), chromatography data systems, and related shopfloor or laboratory applications.

The role works under the guidance of senior application engineers, platform owners, pod leads, or global support teams to ensure that assigned applications support business processes, comply with applicable quality and regulatory expectations, and meet user needs. The Application Engineer provides technical support, assists with system configuration and testing, supports incident and change management activities, and contributes to local or regional deployment initiatives.

This role requires a practical understanding of manufacturing and/or quality control laboratory processes, combined with foundational technical knowledge of enterprise applications and

system lifecycle practices. The focus is on execution, support, documentation, and collaboration rather than ownership of platform strategy or long-term roadmap definition.

Responsibilities and Accountabilities

Application Support and Maintenance:

- Provide day-to-day support for assigned manufacturing and laboratory applications. Assist users in resolving system issues, support troubleshooting activities, and escalate complex technical or business process issues to senior engineers, platform owners, vendors, or global support teams as appropriate.

System Configuration and Testing:

- Support configuration activities for assigned applications based on approved requirements and guidance from senior team members. Participate in unit testing, user acceptance testing, regression testing, and deployment readiness activities to ensure that systems function as intended.

Incident, Problem, and Change Management:

- Support incident resolution, root cause analysis, corrective actions, change requests, impact assessments, documentation updates, and implementation activities in accordance with established IT, quality, and compliance processes.

Business Process Support:

- Work with manufacturing, quality control, and other business users to understand operational needs and translate them into clear functional or technical requirements with guidance from senior colleagues.

System Integration Support:

- Assist with the operation and maintenance of interfaces between manufacturing/laboratory applications and other enterprise systems such as SAP, eQMS, document management systems, data platforms, or reporting tools.

Documentation and Compliance:

- Prepare and maintain system documentation, configuration records, test evidence, work instructions, and support materials. Follow applicable GxP, CSV/CSA, data integrity, cybersecurity, and change control requirements.

User Training and Communication:

- Support user training, knowledge sharing, and communication related to system usage, enhancements, and issue resolution. Help create training materials, FAQs, and user guidance to improve effective adoption of assigned applications.

Project and Continuous Improvement Support:

- Participate as a contributing member in digital, manufacturing, laboratory, or platform improvement initiatives. Deliver assigned tasks within agreed timelines, collaborate with project teams and vendors, and identify practical improvement opportunities based on user feedback and recurring issues.

Required Qualifications

- Bachelor's degree in a relevant field such as Computer Science, Information Technology, Engineering, Data Science, Life Sciences, Business Administration, or a related discipline.
- Foundational knowledge of enterprise application support, software development lifecycle, and system implementation practices.
- Basic understanding of manufacturing and/or laboratory business processes.
- Experience supporting, configuring, testing, or maintaining business applications.
- Ability to understand user requirements and translate them into functional or technical documentation with guidance.
- Good analytical, problem-solving, and communication skills in English.
- Ability to work within established IT, quality, compliance, and change management processes.

Preferred Qualifications

- 1–3 years of experience in IT application support, manufacturing systems, laboratory systems, or digital solutions.
- Experience in the pharmaceutical, life sciences, manufacturing, or other regulated industry.
- Basic knowledge of GxP, computer system validation, data integrity, and change control.
- Experience with MES, LIMS, Empower, SAP, eQMS, document management systems, or similar enterprise platforms.
- Familiarity with Agile and/or waterfall project delivery methods.
- Experience supporting system testing, validation documentation, or deployment activities.
- Basic data analysis skills and familiarity with reporting tools, SQL, or other analytical technologies.
- Ability to work in a global, cross-functional environment and collaborate with business users, IT teams, vendors, and support partners.