Vacancy – I.T. Technician

Role Purpose

As an IT Technician, you will be part of a site support team working with the local IT Manager and outsourced service desk team, delivering first class and customer focused IT services.

This will involve being the escalation point for the helpdesk team to provide support to local and remote users, as well as configuration and installation of infrastructure and user equipment, you will be working with outsourced service support providers to ensure service demands are met.

As a department we are embarking on a mission to migrate on-site services to the cloud, you will be integral to this migration assisting the IT manager on various projects to accomplish this goal.

Key Responsibilities

Responsibilities include but are not limited to:
- Install and configure software and provision hardware.
- Facilitate the connectivity of shop floor IT systems.
- Monitor performance and maintain systems according to requirements.
- Troubleshoot issues and outages.
- Performing routine Maintenance where required.
- Develop expertise to train staff and document new technologies.
- Assist with Integration of new systems and Technologies.
- Administer license servers Creo, Adobe, Autodesk.

Qualifications and Skills

Essential
- Proven experience as an IT Technician, Systems, or Network Administrator, or similar role.
- Troubleshooting, Resourcefulness and Problem-solving aptitude.
- Experience of Cisco networks (LAN, WAN, WLAN) and patch management.
- Knowledge of system security (e.g. intrusion detection systems) and data backup/recovery.
- Experience of Printer management and support.
- Excellent communication skills: face to face, written, and verbal.
- Ability to work independently as well as part of a team.
- Strong organisation skill with an ability for Prioritisation and workload management to meet business demands.
- Minimum of 5 GCSE's at Grade "C" or above including English and Mathematics.

Desirable

- Service now Helpdesk

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- Continuous improvement mindset.
- Exposure to the following technologies:
  - o Cisco Voice and collaboration technology
  - o MS- AD, SharePoint, O365, Azure, Win10, SQL, SCCM, Server 2019.
  - o VMWare.
  - o Qliksense or other BI tools.
- Experience of manufacturing environments – situational and safety conscious.
- Recognized IT qualification

Hours of Work
37 hours per week Monday to Friday.

Benefits
- Salary: £22,000 - £25,000
- 185 hours annual leave (plus bank holidays)
- Company Pension Scheme Membership (which includes Group Income Protection and Life Assurance)

Application
If you are interested in applying, please email a copy of your CV to recruitment.telford@moveero.com,

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