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Job Description

At the Wallwork Group, IT systems are extensively utilized to deliver solutions for heat treatment and coatings requirements across the UK and worldwide. We are seeking an IT Technician professional to join our team, enhancing their technological skills while helping to streamline and improve our operations for greater efficiency. As an IT Technician specialist, you will assist the IT Manager with managing company assets, including performing upgrades, repairs, training, and providing support as needed across the group. The ideal candidate will possess basic knowledge of computer hardware, software, and networks, and demonstrate a proactive attitude towards resolving tasks and learning new technologies. Comprehensive training will be provided as part of the role.

Responsibilities/Objectives

- Collaborate with the IT Manager to set personal development goals and gain the necessary knowledge and skills to achieve these objectives.

- Oversee and monitor various systems, including RMM, Veeam Backup & Replication, Mimecast and Sophos Intercept X with MDM services, ensuring compliance with cyber security frameworks such as Cyber Essentials and NIST.

- Diagnose and resolve hardware, software, and network issues, maintaining a detailed log of support calls and remediation plans. Coordinate with third-party vendors when issues cannot be resolved internally.

- Assist in the deployment of new applications and updates across the group, providing instructions and training to staff members.

- Install and configure computer hardware, operating systems, and applications for end users.

- Manage user accounts using Active Directory for on-premises environments and Azure Entra ID for SaaS platforms.

- Follow a maintenance schedule for daily, weekly, and monthly checks to ensure Wallwork Group systems are operating efficiently.

- Utilise remote tools, such a TeamViewer & N-Able RMM to provide support to spoke sites.

- Create documentation for procedures.

- Review capability and practicality of potential AI systems for knowledge base and streamline some paperwork activities.

Skills Required

- Ability to adapt to changing demands and priorities

- Able to work collaboratively and effectively in a team environment

- Passion for technology and knowledge of technical systems

What We Offer

- Contributory company pension scheme (up to 8%).

- Company health scheme.

- Bonus Scheme.

- 24 days annual leave plus Bank Holidays.

- Additional Holidays for qualifying length of service.

- Cycle to work scheme (after qualifying)

- EV Salary Sacrifice Scheme (after qualifying)

- Opportunities for ongoing training and professional development.

Job Type: Permanent and onsite.

Pay: £26k to £30k