

Job Description

Job Title	ICT Support Engineer
Department	IT
Reporting To	ICT Manager

OBJECTIVE

The objective of this role is to provide support for end users across all locations within Uniphar Group. The role will include management of assigned IT projects and working with the IT Management team to deliver continuous process and systems improvements.

The Uniphar environment is extremely busy and challenging and requires an Individual with the right combination of technical know-how, people management and customer service ethos.

MAIN DUTIES & RESPONSIBILITIES

This position will be responsible for assistance in the maintenance of all the core ICT systems and will be the IT Project manager for a number of assigned ICT projects.

- Support customers on a range of issues
- Monitoring and maintaining ICT systems and networks
- Troubleshooting and resolution of problems for applications, network devices, PCs/laptops, printers and a variety of peripherals
- Help Junior members of the team to develop their skills
- IT project work developing current environment
- Investigate new technologies for potential use in the business
- Support of core Microsoft Hyper-V environment including creation and patching of virtual machines
- Provision of IT training when and where it is required for hardware & software
- Maintaining a knowledge database
- Communication with vendors regarding support of information systems technology and infrastructure
- Any other duties assigned by ICT manager
- Hours of work will be 9am to 5pm Mon-Fri and on call when required

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QUALIFICATION, EXPERIENCE & SKILLS REQUIRED

Qualifications\Experience:

- Must have an IT related qualification
- Ideally have 5-6 years' experience in a similar role
- Have a natural aptitude to learn new technologies and develop skills
- Must have full clean driver's license and own car

Technical:

- Experience of supporting Microsoft Hyper V environment to include creation and maintenance of Virtual Machines
- Experience of Windows Server 2016/2019 Sever and Active Directory including Group Policies
- Experience of supporting Microsoft System Centre to include SCCM & SCOM
- Experience of supporting Office 365 and Azure environments
- SharePoint skills advantageous
- VEEAM and DPM backup experience
- Mobile phones and PDA support
- Understanding of IP networks and how to diagnose issues
- Project Management skillset

Behavioural:

Being customer focused is the most essential part of all IT related roles. The successful candidate will also:

- Interact with other departments to facilitate resolution of Incidents
- Work with a team of engineers responsible for the resolution of a wide variety of problems.
- Have good analytical and problem-solving skills
- Have good interpersonal and customer care skills
- Have an excellent attention to detail and be good at keeping records
- Have a strong aptitude for learning
- Work closely with our customers and suppliers to deliver solutions for their ICT requirements
- Escalate issues to appropriate support engineers or support partners
- Share knowledge with the team