

Job Description

Job Title	Junior ICT Support Engineer
Department	IT
Reporting To	Service Desk Team Lead

Objective

This is a permanent role which will provide the successful applicant with a number of educational benefits in an IT environment. The role exists in order to provide support for end users in the various sites and in the field. The successful candidate will provide support for all the client devices and the applications that are used on these clients. The environment is extremely busy and challenging and requires a person with the right combination of customer facing skills and technical knowhow.

Uniphar Background

Uniphar Group is a rapidly expanding diversified healthcare services business with a global footprint and a proud heritage in Ireland. Since Uniphar became a publicly listed company in 2019, the Group has grown organically and through a series of strategic acquisitions, which continue to strengthen Uniphar's international reach. With a workforce of close to 3,000 spread across Ireland, United Kingdom, the Netherlands, the Nordics and the USA, Uniphar is a trusted global partner to pharma and medtech manufacturers, working to improve patient access to medicines and treatments around the world.

Uniphar provides outsourced and specialised services to its clients, leveraging the strong relationships with 200+ of the world's best known pharmaco-medical manufacturers across multiple geographies, enabled by our cutting-edge digital technology and our expert teams. Uniphar is organised into three key divisions: Supply Chain & Retail, Commercial & Clinical (Med Tech / Pharma) and Product Access.

Culture at Uniphar

We pride ourselves in being truly entrepreneurial, innovative, collaborative, with a strong problem-solving ethos. We have built working relationships which span decades with many of the world's largest pharma and medtech companies. We believe that this is because we know how to build a relationship of trust with our partners - we put our customers and their patients at the heart of what we do and treat them with integrity and respect. Everything Uniphar does is enabled by our people. As we continue to grow domestically and internationally, we become more diverse. This rich diversity fuels our business and enriches our culture.

MAIN DUTIES & RESPONSIBILITIES

- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Track computer system issues through to resolution, within agreed time limits
- Talk clients through a series of actions, either via Teams, email or phone, until they've solved a technical issue
- Carry out Administration tasks in Windows Active Directory.

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- Imaging of PCs and Laptops
- Configure mobile phones/tablets for remote use
- Knowledge of Microsoft Azure platform and basic admin tasks
- A range of other helpdesk activities including cloud platform support, printer maintenance, security monitoring
- Answer helpdesk calls and log tickets.

Qualifications & Experiences

- Completion of 3rd level course in a relevant IT area
- Have a natural aptitude to learn new technologies and develop skills

Technical:

- Awareness of PC hardware, operating system software and application software
- Printers (both networked and local)
- Mobile device support
- Basic knowledge of Microsoft Azure beneficial
- Basic knowledge of VMWare virtualization beneficial
- Basic understanding of IP networks and how to diagnose
- Knowledge of Windows 2019 Sever and Active Directory

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.
- 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

❖ Interested applicants should apply with CV directly to: pfinlay@starmedical.ie