

NEW JOB ROLE

JOB SPECIFICATION

JOB TITLE: I.T Support

REPORTING TO:

DEPARTMENT: I.T

JOB PURPOSE: This support person will oversee IT systems and assets, assist with upgrades and fixes, and provide training and support as needed. The ideal candidate will have extensive knowledge of computer hardware and software, network maintenance, and industry trends to keep us up to date and equipped to meet the growing demands of our defence customers. Engaging with employees throughout the company, the IT support person will have an immediate impact on the effectiveness and efficiency of our operations.

MAIN DUTIES AND RESPONSIBILITIES:

- Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware
- Handle business-critical IT tasks and system improvements
- Enable faster and smarter business processes and employee productivity
- Research and evaluate emerging technologies, hardware, and software
- Serve as the subject-matter expert supporting Windows, IOS and widely used software and applications, such as Microsoft, Adobe, and Google Workspace
- Knowledge of Cyber Security, guidelines, procedures, standards, and controls
- Install, configure, and support workstation software, hardware, printers, and phones
- Ensure the companies 365 / SharePoint environment remains secure and develop as business needs require.
- Administration of Time and attendance and several other business systems
- Assist with Mobile device management
- Work on IT projects which may include documentation, training, testing and Implementation
- Ensure application and software upgrades are completed to maintain security compliance
- Assist in supporting the companies Infor ERP business solution
- Assist in Cyber security matters and support ongoing Cyber Security Essentials + accreditations are maintained
- Help lead employee training to prevent phishing and other forms of cyberattack
- Cyber Security Awareness & checks
- Understand the intention behind Company policies to a degree to be able to advice/contribute on new procedures or problems
- Asset Database management

REQUIRED SKILLS:

- Five years of experience in IT
- Knowledge of operating systems, equipment and technologies.
- Ability to work independently and multitask when required
- Excellent interpersonal skills
- Ability to maintain confidentiality of company information
- Meticulous eye for detail and an ability to problem solve IT issues
- Work and liaise with 3rd parties on tasks
- Strong abilities in critical thinking, problem-solving, logic
- Manage and prioritise workload efficiently
- Ability to obtain BPSS and SC

PREFERRED SKILLS AND QUALIFICATIONS

- Experience in a secure and/or manufacturing environment
- ITIL v4 Foundation
- Project management experience
- Professional certifications

RELATIONSHIPS: All Departments