

IT Technician | St Ives Cambridge PE27 | £23k - £28k

Come Make it Blue®!

Looking for a different career with a local international manufacturing company?

We are delighted to be working with Webtec, a specialist manufacturer of hydraulic measurement and control products, helping to improve the productivity of heavy machinery and proud to be awarded 'Investors in People Silver' in 2020. With R&D, Manufacturing & IT, Service, Finance, Sales and Marketing based in St Ives, Cambridgeshire and subsidiary companies in the USA, Germany and Hong Kong with lots of room to grow your career.

Webtec's vision is to believe in being better than they are today, striving to constantly improve and inspiring others to enjoy the challenges that engineering brings.

About the role:

Webtec are looking to recruit an enthusiastic IT Technician to support both the main UK site and the overseas subsidiaries. This is a hands-on and varied role with the opportunity to develop your skills.

Key responsibilities include:

- Setup of new hardware devices including PCs, laptops, tablets and printers
- Install and setup approved applications
- Proactive maintenance of devices including OS updates, patches & drivers
- Diagnose and resolve issues with on-site devices that have been flagged to the helpdesk
- Diagnose and help resolve issues with devices in remote locations that have been flagged to the helpdesk
- Ensure all support is managed and documented using the helpdesk system
- Proactive management of helpdesk tickets
- Assist with the support and maintenance of the IT infrastructure including servers and networks
- Ensure Cyber Security policies are complied with

You will have:

- At least 1 year's experience of working in an IT Technician or support role
- Knowledge & experience of setting up, patching and fault-finding devices running Microsoft Windows
- Technical knowledge of Microsoft and Azure Active Directory
- Experience of setting up ancillary devices eg. monitors & printers
- An aptitude for IT and motivation to learn and increase your skills
- Experience of using a helpdesk/ticket system

This role involves supporting the IT throughout the business, so a friendly and enthusiastic outlook and good verbal and written communication skills are essential.

This is a full time 39 hour/week on-site role.

Benefits include:

- 24 days paid holiday, plus bank holidays
- Discretionary profit share scheme for all employees
- Life Assurance Scheme
- Workplace Pension scheme