



VACANCY NOTICE

"We aim to recruit for attitude & train for skill in line with our Sertec People Philosophy and accelerator behaviours."

Job Title:	IT Support Technician
Job Family:	I.T.
Sertec Site:	Sertec Corporation Ltd
Hours:	Full time, day shift
Reporting To:	I.T. Co-ordinator

Main Purpose of The Position:

In this role, you will play a crucial part in the implementation and support of our Empower system across all sites. Your responsibilities will encompass hardware installation, support, and maintenance, ensuring our IT infrastructure runs smoothly. Any required IT Training will be provided.

Core Duties:

- **Empower Hardware Implementation:** Responsible for building and installing IT equipment and hardware, including Empower Blackboxes, Interfaces (Tablets), and PCs. Additionally, you will handle the procurement and ordering of Empower-related hardware to support ongoing projects.
- **IT Support:** Collaborate with the IT Admin team to provide general support for Tier 1 tickets, addressing technical issues efficiently and ensuring minimal downtime for end-users.
- **PC Builds:** Perform PC builds, ensuring that all machines are configured and set up according to company standards, optimizing performance and reliability.
- **Zebra Printer Support:** Offer technical assistance for Zebra printers, troubleshooting issues, and ensuring these critical devices remain operational.
- **Site Inspections:** Conduct site inspections of IT infrastructure, identifying areas for improvement and proactively addressing potential problems to maintain optimal performance.
- **IT Support Site Sweeps:** Regularly visit sites to perform IT support sweeps, ensuring hardware is functioning correctly and addressing any issues promptly. Carry out any site related support ticket requirements.
- **IT Asset Management:** Maintain the IT Asset Register, accurately recording all hardware and software assets, tracking their lifecycle, and ensuring compliance with company policies.
- **IT Waste Management:** Arrange and manage IT waste collections, ensuring the responsible disposal of outdated equipment.

**Minimum Requirement for Role Attainment:**

The successful candidate should possess excellent troubleshooting and problem-solving skills. Effective communication and interpersonal skills are essential for this role along with having an eye for detail and being organised.

We are looking for someone who can work both independently and as part of a team.

Familiarity with Zebra printers is also advantageous.

Please note that a full UK driving licence is essential for this role.

How To Apply:

Please apply for this vacancy via email attaching a CV, stating the reason you are applying and why you feel you would be suitable for this position. Please note only electronic applications will be considered and a copy of the full Job Description available upon request. Please note, if invited for an interview, please, out of courtesy, make your current line manager aware.

This can be sent to: tracey.smith@sertec.co.uk

Closing Date:

06/10/2023

"Sertec strive to create a welcoming and collaborative environment where all our employees can bring their authentic selves. We show respect and care towards one another and work together to create a safe and collaborative environment where all thoughts and opinions are welcome."

Our Company Benefits:

- 10% off Anytime Fitness
- 25 days holiday plus 8 public/bank holidays
- Early finish on a Friday
- Company pension scheme
- Employee recognition schemes
- Access to learning and development courses
- Hybrid Working
- Employee Assistance Programme
- Challenging but highly rewarding career
- Loyalty days
- Shift allowance

Successful **E**mpowering **R**esponsive **T**eamwork **E**njoyment **C**ommitment