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IT Support

Description

Do you want to revolutionise the medical sector with the use of Lasers and Robotics?

Are you interested in a technical support role and looking to develop your technical skillset whilst you progress through an industry leading business?

Does the opportunity to increase your earnings, self-develop and progress within a dynamic and innovative company focused on creating solutions that helps save lives appeal?

Based on the outskirts of vibrant Cardiff, our team is at the cutting edge of laser & robot technology. Our expertise enables the world's leading medical device manufacturers to automate their production to enable their life changing devices to impact ever more people.

With rolling hills and thriving cities right on our doorstep, we encourage a work life balance where our team are proud to work and live in beautiful South Wales, where adventure, culture and community are in affordable abundance.

This is a rare and excellent opportunity to join our highly innovative organisation undertaking life-saving partnerships with billion-dollar companies and technologically rich Customers. We create a culture where technical growth, new ideas and the advancement of possibilities are encouraged.

We offer a 'people' centric environment, focused on unlocking the growth of our close team in a fun, fair, and flexible way. We empower our team with the autonomy to have a significant impact and reach for the stars, allowing all to challenge the status quo as we strive for technical and brand excellence.

Responsibilities

As the IT Support Technician, you will play a pivotal role in maintaining and developing the Company's IT systems and play a key part in growing the business. You will be involved in the business' IT infrastructure on site and in the cloud, help ensuring the team's IT hardware is fit for purpose and correctly configured and helping connect our data systems together with automation. As a small technology manufacturing business, you will play a critical role and be a highly valued member of the team.

THE ROLE:

- Day-to-day IT support within a dynamic, highly technical business
- Install, configure, and maintain computer hardware operating systems and applications for new starters and replacement equipment.
- Monitor, troubleshoot and maintain computer systems and networks.
- Support automation of business processes through effective use of various applications.
- Provide support, including procedural documentation of IT processes and

Hiring organization

Laser Wire Solutions

Employment Type

Full-time

Beginning of employment

ASAP

Industry

Manufacturing

Job Location

CF37 5YR

Working Hours

37 hours per week

Base Salary

£ 17000 - £ 25000 with opportunities of growth.

Date posted

March 7, 2023

production of relevant reports.

- Support the roll-out of new applications.
- Set up new users' accounts and profiles and deal with password issues.

THE PERSON:

- Highly driven, personable IT Technical Support technician, with a desire to learn new skills and grow technical knowledge.
- Self-starter with energy, drive, and the ability to manage multiple priorities.
- Diagnosis, troubleshooting and resolution skills, with willingness to learn new technologies, applications, and hardware.
- Strong ability to be adaptable, solution minded supporting external and internal growth alongside professional development.
- Thrives under pressure in a fast-paced environment, using outstanding communication and interpersonal skills with a focus on customer satisfaction, innovation, and growth.
- Focused and self-motivated with the ability to work independently and as part of an internal and external team.
- BSC, BTEC, C&G in computer related discipline.

SALARY:

- £17,000 – £25,000 with opportunities of growth.

****Post Graduate candidates also welcome to apply as extensive training will be provided****