Bioscript®

IT Support Engineer

Bioscript, a growing medical communications agency, is seeking a committed individual to fulfil IT Support Engineer duties in our forward-thinking, friendly and dynamic company. The IT Support Engineer role will suit an outgoing and motivated individual who is looking to further their career and take on a new challenge. Working with our IT Director and external providers, you will be responsible for providing IT support for all employees and key contractors of the company to enable optimal delivery of high-quality services to our clients. If you have previous IT support administration experience this is an excellent opportunity, with scope for ongoing personal development.

Location: Macclesfield, Cheshire
Job type: Permanent, full-time
Benefits: Competitive salary, profit-related bonus, pension, health insurance, 25 days' holiday and much more!

The role

As IT Support Engineer, key responsibilities will be:

- Maintenance and support for IT, AV, VOIP equipment and network systems
- Logging, processing, and acting on IT support calls, including triaging with external providers, to provide prompt service
- Setting up accounts for new staff, supporting with IT aspects of induction and training
- Installing and configuring computer hardware, software systems, telecom accounts, networks, printers and scanners, and upgrading systems as needed
- Managing access control requests
- Investigating, diagnosing and solving computer software and hardware faults
- Ensuring company IT policies are implemented across all users
- Maintaining records of software licences and managing the IT equipment inventory
- Managing mobile devices and enrolling devices into the device management program

Requirements

You will have a genuine passion for IT and prior experience in an IT support role. Other skills required include:

- In-depth knowledge of hardware and software, including administration of Office 365, Active Directory, Skype for Business, Windows operating systems
- Exposure to Citrix, RDS, VDI and MacOS desirable
- Up-to-date knowledge of the latest IT and software trends
- Ability to quickly establish good working relationships
- Strong communications skills
- Excellent organisational skills
- Enthusiasm for continual learning

Interested?

Send your CV and a covering letter to careers@bioscriptgroup.com

All offers of employment are subject to candidates' ability to provide suitable documentary evidence of their right to work in the UK.