**Logo, company name

Description automatically generated**

**B&M Waste Services**

ROLE PROFILE: IT Support Technician

**Main office:** Bromborough

**Working hours:** 8.30 – 5.00

**Department:** IT

**Reporting line:** IT Systems Manager

**The Role**

A hands-on role where you will liaise with both internal and external stakeholders to determine and resolve faults ensuring that a full log is kept and long terms solutions sought. To ensure that systems are operational on a daily basis. Installing and configuring new equipment and upgrading existing systems as necessary. To work with other technicians and support the IT Systems Manager on a daily basis with IT development and manage mail merging, month end processes, asset management.

**Responsibilities:**

* Liaising with software partners to determine and resolve exact nature of the fault.
* Providing support of all software packages used for key business applications and processes.
* Provide support on all hardware including installation and configuration of new equipment.
* Maintain an IT asset register of all hardware including telephony.
* Managing and building relationships with external providers.
* Monitor system performance and ensure weaknesses in use of the software/systems is identified and rectified.
* Manage month end processes to ensure ledger closures and timely invoicing.
* Manage mail merge for internal and external mailing house.
* Assist in managing crisis situations, which may involve complex technical hardware or software problems to become an integral member of the IT team, providing desktop support and assistance with hardware installation; helping provide day-to-day troubleshooting for staff. As part of the tripartite team ensuring office coverage 8:00am – 5:00pm.
* To proactively support the department in its continued development.
* Proactively become involved in helping to Develop in-house systems.

**The Ideal Candidate**

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| **Qualifications**  Essential:  Education to degree level. | **Experience**  Essential:  3 years’ experience within IT.  Must have experience of business software systems (e.g. CRM, ERP, Finance Packages). |
| **Skills**  Essential:  Good administration skills.  Solid verbal and interpersonal communication skills are critical.  Use of MS Office.  Be able to demonstrate a proven ability to work as part of a team.  Good time management skills, the ability to work to tight deadlines and excellent technical awareness.  Desirable:  Experience of virtualised environments such as VM Ware | **Knowledge**  Essential:  Conversant with web and android applications.  Good Understanding of MS 365.  Conversant with MS SQL, backups and maintenance.  Network Infrastructure, VPN, DNS.  Demonstrate knowledge and enthusiasm for IT innovation and implementation.  Have a thorough understanding of the computer systems and their application in a service business environment.  Due to the nature of the role, and in order to keep the company systems functioning, there will occasionally be a requirement to perform maintenance work outside of normal business hours as well as working in the other regional offices.  Desirable:  Backup and restore technologies |

**Company Info**

* The Health, Safety and Wellbeing of our employees is very important to us.
* It is your responsibility to take reasonable care of your own and other people’s Health and Safety and must cooperate with us on Health and Safety matters.
* You will represent the company in a professional capacity at all times.