

JOB DESCRIPTION

IT & Services Technician

This document is an external facing document provided as part of the recruitment process.

Overview / The Role

Active Silicon is a business unit of [Steatite Ltd](#) and part of the [Solid State Group](#). Active Silicon is a market leader in the design and manufacture of sophisticated computer imaging systems. [Our products](#) are used in virtually all areas of science and industry, including manufacturing, life sciences, medical imaging, robotics and (homeland) security.

The IT and Services Technician is an important role within the organisation to assist with the smooth running of IT systems across the company, with the additional responsibility to ensure the Pinewood Mews office meets the needs of the staff based there. The role reports to the IT Manager and has a mix of first line support and longer term project implementation. The ability to manage priorities and work independently is important.

IT support is provided to all levels within the company so requires good people skills, and a calm and positive outlook, in addition to technical skills. The job involves supporting all types of IT equipment, printers, laptops, desktops, servers and telephony together with software support. For supporting the Microsoft applications, the IT and Services Technician should develop an advanced skill level to be able to assist users in their day to day use of these applications. This would include skills such as confidence with Excel VBA Macros and administrator functions of Microsoft CRM. Basic website skills for maintaining the company intranet would be useful.

The role will also support the Head of R&D and IT. This will include assisting with the company R&D Project Planning tools (Liquid Planner Gantt chart application) and possibly scripting tools for the automation of product testing.

The services element of the role is to be a point of contact for any issues with the building and infrastructure, and to organise any remedial action required. This will cover aspects such as lighting, heating/aircon, plumbing, and waste management. Services requiring external servicing should be planned to ensure the company meets its obligations, to include fire extinguishers, fire alarms, burglar alarms, lift maintenance etc.

On a regular basis check on the consumables used within the building and reorder as required.

Summary Details

Job Type:	Permanent, Full-Time
Job Title:	IT & Services Technician
Location:	Iver, UK (just outside M25, NW London)
Hours:	37.5 hours per week, 25 days annual holiday (plus public holidays)
Salary Package:	Circa £30k per annum dependent upon experience, plus healthcare scheme, pension and a discretionary bonus scheme.
Experience:	Minimum of 1-2 years' experience providing first line support, & some experience providing second line support

The type of person we are looking for

You are self-motivated, driven, pro-active and have an enthusiastic, positive mindset. You are organised and will persevere to achieve the required end result.

Key Competencies

- Minimum of 1-2 years' experience in IT Support. Providing first line support and some second line support.
- Organised, pro-active, self-starter who can work successfully on-site being supported remotely.

Key Responsibilities – IT Support

- Hands on IT support working with the IT Manager to handle over 30 staff, with a hybrid model for staff either working from home or at either office (Pinewood Mews or Waterside Court) plus remote support for US office and other remote workers.
- Be the first point of contact for staff on all IT issues by providing 1st line support. Track issues with a ticketing system.
- Assist the IT Manager with day to day basic system admin tasks, such as checking backups, network performance, server status etc.
- Be able to perform basic administrator activities on Backup systems, Anti-Virus and security systems.
- Become an advanced user of Office 365 and other Microsoft applications, such as CRM, to offer advice to staff in their day to day use of these applications.
- Provide hardware support for Windows OS updates, Bios updates, audio hardware etc.
- Help support bespoke production specific test PCs (Langley).
- Help build and setup PCs for R&D, tech support and trade show purposes.
- Support the Head of R&D and IT with day to day use of the R&D planning tools (Liquid Planner and Gantt charts). This will include gathering progress information from the R&D team to update the tool, so the data remains current.
- Ticket management. Logging and managing tickets. Keeping the system kept to date and chasing for updates when required including from other IT team members.

Key Responsibilities – Services

The Technical Director has overall responsibility for Health and Safety at Pinewood Mews and will delegate tasks, including those listed below, to this role:

- Be the first point of contact for any building, infrastructure and Health and Safety related issues. Examples would include lighting, electrical wiring, PAT testing, heating/aircon, plumbing, etc.
- Help with any planned office layout changes.
- Take ownership of the building services which require regular servicing by external parties. These will include fire alarms, burglar alarms, fire extinguishers, heating/aircon maintenance, lift maintenance, waste management and cleaning contracts.
- Report any Health and Safety risks to the Technical Director & HR Manager and agree a plan for action.
- Check on the consumables used within the building and reorder supplies as required.

How to apply

If this sounds like you, please e-mail your CV and cover letter to recruitment@activesilicon.com. Please refer in the title to “IT & Services Technician”. You must be eligible to work in the UK. No agencies please.