



THE LEADING EDGE

IT Support Analyst

Erodex (UK) Ltd are looking for an ambitious IT Support Analyst to join us at our Halesowen site.

Since its foundation in 1974, Erodex has had a guiding philosophy which has endured throughout the decades. The finest raw materials, when allied to first class manufacturing techniques and the best possible service, will result in a successful business. From the very beginning the finest carbon and graphite materials have been provided by our partners, globally recognised as being at the forefront of carbon and graphite technology. Together with the world class engineering technology of Erodex's own state-of-the-art machining facility, Erodex is a leader in so many applications.

Job purpose:

This position is responsible for supporting IT systems and will be an integral part of the group IT team which supports all sites. Typical support activities include end-user support of Microsoft applications, Laptops and Desktop PCs, End-User computing platforms and applications, Network and Server Issues, and general Technical Support as required by the Business.

Principal duties and responsibilities:

- Be the first point of contact for all support requests across all sites.
- Maintain, monitor and administer all computer networks and related computing environments including, but not limited to, server and computer hardware, business systems software, productivity applications, and all configurations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Configure, monitor and maintain email applications or virus protection software.
- Implement, Plan and coordinate security measures to protect all company IP, data, software, and Hardware.
- Undertake any other reasonable duties as requested by your line manager on a permanent/temporary basis.

Essential experience/knowledge required:

- Microsoft Server 2008/2012/2016
 - Active Directory, DHCP, GPO, DNS, WSUS, High Availability, DFS, NLB, FSRM

- Microsoft Exchange / Office365
 - The administration of Users, Groups, and Mailbox's
 - Office365 configuration and administration
- Microsoft Desktop Application
 - Windows 11/10
 - Microsoft Office365 suite
- Software deployment
 - Windows Deployment Services, Microsoft Deployment Toolkit, PDQ Deploy
- Solid understanding of Hardware
 - Desktop/Laptop
 - Server
 - Network Switches
 - Wifi AP
 - IP Telephony

Desired experience/knowledge but not essential:

- Microsoft Dynamics 365
- Microsoft SQL Server administration
- Cloud-based solution
 - AWS, Azure
- Virtualization technologies
 - Vmware, ESXi, vsphere, hyper-V
- Mobile device management
- Security technologies
 - McAfee AV, Sophos AV, EFS, Bitlocker, Sophos XG firewalls or any firewall technology
- Good understanding of Networking hardware and Protocols
 - VLANs, routing, SNMP, TCP, FTP, HEEP, ARP, ICMP, NAP, IPSec, wifi and LTE
 - Firewalls, switches (HP or Cisco), wifi AP

Skills and aptitudes required:

- Minimum 1-3 years experience in providing IT support to end-users
- Good customer service
- Demonstrated analytical, problem-solving, diagnostics and troubleshooting skills
- Aptitude to evaluate and become proficient in new (or new to you) technologies, processes, and skills.

Personal Attributes:

- Highly self-motivated with sharp attention to detail.

- Excellent interpersonal skills, including team building, oral and written communication.
- Willing to travel locally to other sites when needed.

Educational attainment required:

- Essential requirement
 - GCSE/Higher education
 - Good written and spoken English.
- Desired but not essential
 - Bachelor's Degree
 - MCP or MCTS qualification
 - Industry certifications (Security, Cisco, AWS etc.)

This is a permanent, full-time position, Monday to Friday, 35 hours.

Rate of pay £22,000 to £26,000 to dependent on experience and qualifications.

Company sick pay scheme.

If you feel that you have the qualities and skills to succeed in this role, please apply today at HR@erodex.com

If you do not hear from us within 14 days, your application has unfortunately been unsuccessful.

Strictly no agencies or telephone calls.