



Job responsibilities

- Work alongside our customers and internal teams to create, implement, develop, train and support applications / processes, using the groups preferred software.
- Undertake the development and management of key business support processes such as Servers, Networks, Personal Computers, Printers, Databases and Information Management Systems
- Provide support to a predominantly Windows 10/11 desktop environment utilising the full suite of Microsoft 365 products and a number of 'off the shelf' and custom software products used throughout the group.
- Provide system and network administration and front-line support of the primary in-house developed business critical ERP application.
- Be responsible for managing the resolution of PC and printer related hardware faults internally or via our support providers.

Job requirements

- GCSE IT or an IT Degree
- Experience of IT Support/helpdesk
- Excellent interpersonal and communication skills
- Experience in all Microsoft packages
- Experience of IT support software
- Knowledge of Infor an advantage

Contact

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