

I.T. Support Technician

About the Role

Servosteel is looking for a motivated and technically minded **I.T. Support Technician** to join our in-house I.T. team.

Reporting to the I.T. Director, you will provide first-line technical support to users across both our office and production environments. The role will involve supporting day-to-day I.T. systems, maintaining hardware and software, installing new equipment and assisting our software development team with new features and issue resolution.

This is a varied, hands-on role within a business that relies heavily on technology to support its operations. You will have the opportunity to work with a wide range of systems, from office-based applications and servers to production-floor hardware and bespoke software developed specifically for Servosteel.

A key part of the role will be developing a strong understanding of our existing I.T. infrastructure and business processes. The successful candidate will be expected to learn our setup quickly, become a dependable point of contact for users and identify opportunities to improve the way technology is used across the company.

We are particularly interested in someone who takes a genuine interest in new technology. You should be keen to keep up to date with developments in both hardware and software and be able to turn that knowledge into practical suggestions that could improve our systems, efficiency, security and overall I.T. offering.

You will receive the full support of our existing I.T. team, and training will be provided on Servosteel's systems and bespoke applications.

Key Responsibilities

- Provide first-line I.T. support to office and production-based users.
- Diagnose and resolve hardware, software, network and user-related issues.
- Install, configure and maintain desktop computers, laptops, printers and other I.T. equipment.
- Install and configure software, operating systems and updates.
- Support Microsoft Windows desktop and Windows Server environments.
- Assist with the administration and support of Microsoft 365.
- Provide support for the company's bespoke software applications.
- Work alongside our software developers to investigate issues, test changes and support the introduction of new features.
- Assist with basic server, network and database administration.
- Maintain accurate records of equipment, licences, support requests and system changes.



Servosteel

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www.servosteel.com



Servosteel is a trading name of Steelstrip Services Ltd. Registered in England and Wales No. 04797346
Registered office and trading address – Pensnett Road, Dudley, West Midlands, DY1 2HA
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- Help ensure systems are reliable, secure and kept up to date.
- Research emerging technologies and provide practical recommendations for improving the company's I.T. systems and services.
- We are a 24 hour operation, so some out of normal office hours support may be required

About You

The ideal candidate will be enthusiastic about technology, approachable and comfortable helping users with different levels of technical knowledge.

You will be willing to learn, able to investigate problems logically and confident working independently when required. Just as importantly, you will be curious about how technology can be used to improve the business rather than simply maintaining the systems already in place.

This role may suit someone beginning their career in I.T. support or an individual with some practical experience who is looking for a varied position with opportunities to develop. Once established in the role, there will be opportunities to grow your responsibilities or diversify into other areas of I.T., depending on your interests, abilities and the needs of the business.

Essential Skills and Attributes

- A sound understanding of computer hardware, software and networking technologies.
- Good working knowledge of Microsoft Windows desktop operating systems.
- An understanding of Microsoft Windows Server environments.
- Experience using or supporting Microsoft 365.
- Ability to install and configure hardware and software.
- A logical and methodical approach to troubleshooting.
- Ability to learn and support unfamiliar systems and bespoke applications.
- Strong communication and customer-service skills.
- A willingness to keep up to date with new hardware, software and wider technology developments.
- Ability to explain technical issues clearly to non-technical users.
- A proactive attitude and willingness to suggest improvements.

Desirable Skills

- SQL knowledge for data investigation, manipulation or analysis.
- Experience with VMware or other virtualisation technologies.
- Basic knowledge of database management systems.
- Experience supporting users within a manufacturing or production environment.
- An understanding of networking, cybersecurity, backups and disaster recovery.
- Experience working with software developers or testing software changes.



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What You'll Receive

Your contribution will be rewarded with a competitive salary and a range of benefits, including:

- Company pension.
- Bonus scheme.
- Healthcare benefits.
- Training and development opportunities.
- The opportunity to work within a creative, supportive and technically varied environment.
- Genuine opportunities to develop or diversify your role as your knowledge and experience grow.

About Servosteel

Servosteel is a long-established company based in Dudley operating for over 40 years and one of the UK's largest independent steel toll processors.

We are committed to providing an established, innovative and dependable range of processing services to the steel industry. With an annual processing capacity of more than 500,000 tonnes, we pride ourselves on delivering high levels of customer service, quality and reliability.

Our centrally located site includes more than 200,000 square feet of warehouse and production space. Our extensive processing capabilities include three slitting lines, two decoiling lines, an independent coil pickling line, three flatbed laser cutters, a press brake and the UK's only SCS coil recovery line.

Technology plays an important role throughout Servosteel. Our in-house software development team has created a comprehensive suite of bespoke applications that support our employees, production processes, customers and wider business operations.

Please note: No recruitment agency enquiries unless specifically requested.



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