



## **Job Description**

### **IT Support Engineer**

#### **Purpose of Role:**

To support users (including Group users) in all matters relating to IT, desktop applications, networks and servers, ensuring the system is kept up-to-date, backed up and in good working order.

#### **Key Responsibilities / Activities:**

- Responsible for ensuring all site users' PC's/laptops are up-to-date
- Maintenance of site servers
- Ensure the site antivirus package is up to date at all times and delivered to all users and servers
- Reporting to line manager as appropriate regarding work tasks, priorities and ensuring all correct company procedures are adhered to including booking holiday requests and reporting absence
- Ensure daily back-ups are completed successfully and stored as required to support any disaster recovery needs relating to the site
- Ensure all site computers are set up and updated with the latest patches and security fixes
- Ensure that a high-quality, customer-focused service is provided to all IT users
- Ensure site servers are always up to date regarding security fixes and patches
- Seek to rectify all/any user IT problems covering all aspects of IT hardware and software
- Monitor site network including addressing any risks including viruses and malware
- Work with suppliers to ensure the best possible equipment and price is provided to the company
- Building, configuring and installing PCs, laptops and servers as required
- Ensure that the Group's IT policy is adhered to/followed by yourself and users and report any instances to line manager as appropriate
- Work with line manager to determine weekly priority list in terms of projects to be completed
- Maintain and ensure functionality of the site's email servers
- Ensure all required IT maintenance/administration is undertaken e.g. ensure outdated email accounts are archived
- Work with managers to ensure all outdated files are archived and removed from the servers
- Ensure site links to the internet are maintained/working at all times
- Ensure that a positive and helpful attitude is displayed at all times towards all company employees (line management included) and third parties
- Other duties as may be required

#### **Competencies/Skills**

- Good oral and written communication at all levels
- Customer focused (including displaying a positive/helpful attitude)
- Ability to prioritise and meet deadlines



**Bradman Lake Group**  
Integrated Packaging Technology

**Experience/Background**

- Minimum 3 years' experience of working with IT systems, networks and various software
- Proven experience of networking operating systems including windows server
- Experience of Microsoft Exchange server, ADSL internet connectivity and of installing software both operating system and application and building desktops and servers
- Proven ability in working with Windows and Office applications
- Full valid driving license and passport

To apply please send your CV to: [recruitment@bradmanlake.com](mailto:recruitment@bradmanlake.com) or request an application form.

Bradman Lake Ltd  
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