



IT Support Technician

The story so far

Briar Chemicals has in excess of 65 years of chemical manufacturing heritage and an established reputation for excellence, through continuous improvement, dependability, social & environmental responsibility.

Key highlights of the Briar business

- Technical leader in the development and contract manufacturing of some of the world's most complex chemistry
- Established site in excess of 100 acres in Norwich, Norfolk – the heart of East Anglia
- Dedicated site for product formulation and packaging
- Experienced global exporter

Our vision is to cultivate innovative and sustainable solutions through partnerships: meeting the changing needs of a diverse planet.

People and culture

We have around 250 permanent employees and we invest in our people as believe that they are our greatest asset. We'll give you freedom to bring your whole self to work and we welcome people who mirror our values. Join a team where our core values of **Safety, Integrity, Teamwork** and **Engagement** define who we are, how we work, and what we aspire to be as an organisation.

The role

Reporting to the IT Manager, you will play a key role in providing first class support to all Briar employees and contractors, ensuring the smooth operation of computer hardware and software across our entire estate.

This is a permanent, full-time role (39 hours per week).

What you'll be doing

- Providing prompt 1st/2nd line support via telephone, internet and email requests to ensure operational problems are resolved in a timely manner.
- Efficiently utilise the service desk, ensuring all tickets are logged correctly, escalating infrastructure and application calls to the relevant members of the team.

- Daily monitoring and daily checks of the IT estate, actioning any issues accordingly.
- Plan, manage and maintain Briar Chemicals' IT assets to a high level.
- Produce process and procedural documentation in line with the departmental needs.
- Perform end user training.
- Provide assistance and technical knowledge to aid implementation of projects.
- Carry out active directory administration.
- Being a key part of IT's purchasing of hardware and software.

What you will bring

This role is best suited to a motivated individual with a clear passion for IT, who wants to play a pivotal role within a small team.

Essential:

- You will have a minimum of 18 months experience in an IT support role, or similar.
- You will have experience of working on multiple tasks/ projects at the same time.
- Knowledge and understanding of Desktop/Laptop/Tablet Hardware, Windows OS – 7, 10 & 11, Active Directory, User Administration, Printer Administration, 365 Administration, Service desk tools.
- You will have the ability to react to demands from all service areas and be able to resolve problems quickly.
- You will have excellent communication and customer service skills.

Desirable:

- Preference will be given to candidates who have achieved an ITIL Foundation Certificate or who are CompTIA A+ certified, or similar.
- Knowledge and understanding of Windows OS 16,19 & 22.
- Demonstrable skills and knowledge in the latest IT technologies.

How you will be rewarded

We offer a competitive salary and benefits package, which includes an annual bonus, group personal pension scheme where we will match your contributions plus 2%, private healthcare scheme, flexi-time, and 25 days annual leave.

Please note that for this role you will be required to participate in an out of hours call out system, for which you will receive additional remuneration.

How to apply

If this exciting opportunity resonates with you, please apply with a covering letter and CV to hr.office@briarchemicals.com.

Briar Chemicals Ltd is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of gender, gender reassignment, marital status, pregnancy and maternity, race, religion, belief, ethnic origin, colour, nationality, national origin, disability, sexual orientation, age, having 'spent convictions', physical characteristics or appearance.