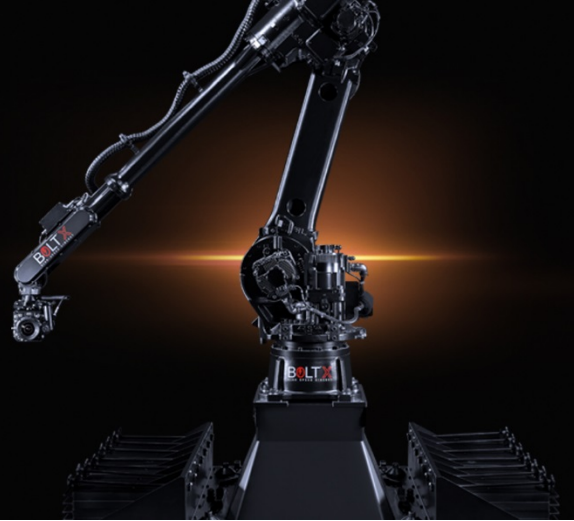


# Mark Roberts Motion Control

## IT Technician



Location	Blindley Heath, Surrey, RH7 6JP
Reporting To	IT Manager/ Head of Establishment
Contract Type	Permanent, Full Time
Salary	£35,000 - £40,000 (DOE)

### THE ROLE

In this role you will be responsible for implementing and maintaining the stable operation of the organisation's IT infrastructure, working closely with the IT Manager and Head of Establishment. You will ensure that all technology solutions are effectively supported and aligned with the organisation's current and future growth plans.

A strong technical background as a Data Centre Technician or equivalent, along with hands-on experience supporting PC clients, is essential to maintain a reliable and efficient desktop environment.

This position is based at our Surrey office and supports approximately 100 – 110 users. You will manage day-to-day IT operations, including responsibility for all hardware and software, and provide 1<sup>st</sup> to 3<sup>rd</sup> line supports. You will also assist the IT Manager with ad-hoc IT projects and initiatives as required.

### MAIN RESPONSIBILITIES AND TASKS

- Maintain IT equipment and software to required standards, including MS Office, Antivirus licensing, software installation and troubleshooting.
- Responsible for ensuring workstation backups are regularly completed and any issues are escalated to the IT Manager and Head of Business Operations.
- Providing local and remote support to users covering all hardware devices including PC's, laptops, tablets, and printers.
- Responsible for the procurement and management of all IT equipment as approved by IT Manager.
- Ensuring IT asset information is kept up to date in Asset Register.
- Responsible for ensuring IT work areas, server rooms and storage areas are well organised, remain compliant, tidy and clean.
- Deputise for IT Manager when required.
- Provide out of hours support during any incidents, particularly those involving security threats.
- Contribute to development, design and implementation of new IT policies and working practices for MRMC staff

- Maintenance of user hardware and software in accordance with defined security and antivirus policies.
- Provide additional ad-hoc support as directed by IT Manager and Head of Establishment.

## SKILLS AND EXPERIENCE REQUIRED

Experience	<ul style="list-style-type: none"> <li>– At least 5 years' experience working in a senior IT technician role or experience in a similar environment.</li> </ul>
Professional Skills	<ul style="list-style-type: none"> <li>– Good understanding of TCP/IP network fundamentals</li> <li>– Strong technical background as a Data Centre Technician or equivalent</li> <li>– Practical hands-on skills, including building and repairing computers, fixing network wall sockets and crimping network cables</li> <li>– Experience with installing and troubleshooting Microsoft Windows operating systems and Windows applications. Strong understanding of all network principles</li> <li>– Windows experience</li> <li>– Knowledge and experience in remote access services such as VPN, RDP and Remote Apps</li> <li>– Basic knowledge of Storage &amp; Replication backend would be an advantage.</li> <li>– Expert level on all hardware including Servers, PCs, Printers</li> <li>– Knowledge of backup systems and antivirus support</li> <li>– Any Microsoft Certificates would be an advantage</li> </ul>
Personal Skills	<ul style="list-style-type: none"> <li>– Excellent communication skills</li> <li>– Clear understanding of evolving IT requirements for an SME</li> <li>– Strong analytical and problem-solving skills</li> <li>– Ability to manage multiple tasks at once</li> <li>– A high level of discipline with flexibility and professionalism</li> </ul>

## THE COMPANY - MARK ROBERTS MOTION CONTROL

We are a robotics company doing some serious hardware and software engineering. By robots we mean 6+ axis robotic arms, large multi axis rigs and 2-3 Axis camera platforms. Our products are used globally in Broadcast studios, Stadiums, Movie Sets and Photography studios to capture motion and stills.

MRMC has been at the front of its field for over 50 years. Starting off as a family business, we are currently a medium sized business thriving and growing bigger every year. MRMC is a Nikon Group Company.

### WHAT WE OFFER

Our success is only possible because of the team effort from everyone and we recognise the individual input of each person throughout our design and manufacturing process at MRMC.

#### Benefits:

- Flexitime; our core hours are 10am – 4pm
- Discretionary bonus scheme
- Private Medical Insurance, for you and your family
- Dental, Optical and Audiological Cashback Plans, for you and your family

- Salary Sacrifice Schemes: Electric Car Lease Schemes, Cycle to Work Scheme, Workplace Nursery Scheme, Pension Scheme
- General Staff Bonus
- Nikon staff discounts
- Training and Development Opportunities
- Ample parking

MRMC receives a large number of applications and we are not always able to provide individual feedback on your application. If you don't hear from us within 15 working days from the date you have applied, it means the application didn't meet minimum requirements to go onto the next stage of recruitment. We value your time and interest in MRMC and encourage you to re-apply if your circumstances change or you find another role with us that is more suitable to your skills and experience.

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*If you apply online for a position with Mark Roberts Motion Control, we will use the information you provide to assist in the recruitment and selection process. Information provided on the application form and CV will be retained in all cases in electronic format cases and/or hard copy for as long as is required for the purposes of: the administration of your application, consideration for roles in the future, forming the basis of your employment records, if your application is successful, discharging any legal or regulatory requirements. Mark Roberts Motion Control will process your personal data in accordance with our Privacy Policy which can be found on our web-site. If you need more information on how long your data is kept for, which varies, depending on a stage of recruitment you've gone through, please contact us and we will provide relevant information.*

*By submitting your application/CV online you are confirming you have read and accept the above and you are giving your consent to MRMC to process your personal and sensitive personal data for the purposes explained above.*