



Position Description

Title: IT Desktop Support
Location: Newport
Reports: IT Desktop Supervisor / Manager

PURPOSE:

PerkinElmer is on the frontline of fighting Covid 19 Our complete workflows with standardized equipment and kits are available to help labs address their SARS-CoV-2 testing challenges We are recruiting staff for 6-month fixed term contracts at a new greenfield laboratory based in Newport.

Seeking full-time IT Desktop Support persons to provide desktop and network support to all levels of stakeholders across our sites.

RESPONSIBILITIES:

- To diagnose and resolve software and hardware incidents, including operating systems and across a range of software applications like Office etc.
- To assist all our users with any IT related incident when called upon
- To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary
- To accurately record, update and document requests using the IT service desk system
- To install and configure new IT equipment
- To resolve incidents and upgrade different types of software and hardware
- To resolve incidents with printers, copiers and scanners
- To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organization
- To create, maintain and publish relevant support documentation in order to assist all staff in the quick resolution of their incidents and service requests and enable users to become more self-sufficient
- Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility

QUALIFICATIONS:

- Technical qualifications in a relevant subject (eg CompTIA A+)
- Basic knowledge around IT infrastructure and network

OTHER EXPERIENCE:

- Able to work effectively and able to deliver on tight datelines
- Excellent verbal and written communication skills
- Ability to work under pressure
- Proven problem-solving skills
- Excellent attention to detail
- a highly motivated team player with the skills and ability to manage changing priorities

WORKING ENVIRONMENT:

- Clinical and research lab environment; exposure to blood borne pathogens; must wear protective lab gear including lab coat, gloves and completely closed footwear
- Employee may be requested to work shifts other than daylight depending on the needs of the laboratory Weekend rotation may be required
- Travel is not required
- Ensure safety, security, and the environment in all aspect of the daily activities, and any potential safety hazards are addressed and corrected immediately
- Understand ergonomic relationship between people, equipment and working environment

If you are interested in this opportunity please contact our partners Aerotek on 07422 077401 or EurPerkinelmer@aerotek.com