



ESI Technologies Group, part of the Indutrade Group, is the leading supplier of Process Equipment & Engineering Solutions into the Pharmaceutical, Chemical and Biotechnology Industries in Ireland & UK.

Our wide range of products include valve & actuation, bursting discs, pumps, heat exchangers, skids, vacuum, instrumentation, tank & process equipment, insulation, tubing & fittings and filtration, and life science (non-metallic) devices.

The continued expansion of our Irish and UK Sales Operations has resulted in the requirement for the following position:

### **IT Network Technician – ESI Technologies Group UK & Ireland**

Reporting to the Operations Manager, this position will be based in our Cork headquarters – supporting the IT Network requirements of both our Irish & UK facilities. Responsibilities will include:

#### **Duties of the Role include:**

- To provide technical maintenance and upgrades to the complete on-site and off-site IT system (includes mobile and desk phones) in ESI Group (hardware and software across various office locations).
- Provide technical support to all the users of that network (including guest users).
- Be Customer Service orientated - Assist and advise users to resolve any technical issues or queries relating to the IT system, including out of hours support.
- Maintain and monitor the company's e-mail spam filters and anti-virus software.
- Responsibility for liaising with all IT external suppliers.
- Need to meet deadlines and work towards set departmental targets.
- Need to keep current in all cyber-attack/malware threats, and provide training on same.
- Specifying / Ordering / commissioning of new software and hardware.
- Be familiar with current Irish & UK legislation and EU directives in relation to computer usage.
- Responsible for security and backup of company data.
- Other duties as deemed necessary by company management.
- Be able to provide holiday cover for the IT BUL/Manager day to day functions.
- Adherence to companies ISO 9000 Quality, and Health & Safety procedures.

#### **Ideally the candidate would possess the following skills/experience:**

- Possesses excellent interpersonal and verbal communication skills.
- Excellent IT skills, as well as general technical know-how.
- Must be able to identify company IT needs and recommend appropriate solutions whilst achieving the highest level of customer satisfaction.
- Sets and implements procedures using discretion and judgment as necessary to meet the needs of the company.
- Committed to Customer Satisfaction and continuous process improvement.
- Be capable of working consistently both as part of a team and particularly on own initiative.
- Set priorities on a daily basis for all activities.
- Reliable and committed with ability to work under pressure.
- Excellent attention to detail skills, with the tenacity and determination to provide solutions.
- High self-learning ability and motivation.
- A good standard of general education, ideally combined with a relevant professional qualification, ideally in an IT discipline.
- Ideally 3-5 years industrial experience gained in the IT field, ideally in a business size and type that closely matches ESI would be a distinct advantage.

This is a great opportunity for a highly motivated and solutions orientated IT professional to join our company & be part of a growing team.

Remuneration package is commensurate with experience.

Applications in writing to:

The HR/Training & Development Manager, [hr@esitechgroup.com](mailto:hr@esitechgroup.com). Replies only provided to those who are shortlisted.