Job Title: Information Technology System Administrator

The role offers a huge range of opportunity and variety with the chance to make a difference and feel a valued part of an enthusiastic, fast paced, family culture. Please find basic details below;

- Resolve daily IT issues, such as:
    - Printer connectivity
    - Server connectivity
    - Wifi/internet issues
    - Phone issues
    - Peripheral issues e.g. screens not working
    - Email address issues/changes/Domain issues
    - Communicate with 3rd party support for any daily issues that cannot be resolved internally.

- Look after setting up new users or upgrading existing users includes:
    - Purchasing new equipment
    - Contacting 3rd parties for logins and access
    - Installing software and setting up access and emails and then setting up desk peripherals.

- CRM and Reporting
    - Setting up access levels
    - Basic changes such as field names
    - Reports
    - Contact 3rd party for issues that cannot be resolved internally.
    - New reports required having to go through with support exactly what is needed from order processing/operations.

    ERP
    - Sorting issues with Sage from order processing
    - Balancing ledgers to reset reserved qtys in stock.
    - Forwarding correspondence to Sage Support and following up any outstanding tickets
    - If improvements are needed or changes to the system, taking this forward with Sage.
    - Barcode & Scanning – updating Sage locations regularly so device information is correct.
    - Maintenance of new barcoders/scanners, setting up Users and Permissions
    - Ensuring Sicon modules don't expire in the system.
    - Any Sicon/Sage updates, ensuring all tests are done prior to full upgrades.
    - Implementing and ensuring new add-ons work. i.e MRP etc
    - Ensuring the whole intercompany process is working accurately
    - Setting up of new companies within Sage, users, permissions and ensuring all working smoothly.

Hours: 8am – 4.30pm Monday to Friday
Salary Band: £30,000 – £40,000 per annum

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