

Job Profile – Desktop Support Engineer

PART 1 – CANDIDATE PROFILE

You will love working with Microsoft technology and making things work. You may be in a Desktop and User Support role currently, and are frustrated by the lack of opportunity to progress! Or you may be a recent Computer Science Graduate (or equivalent) looking for that hard-to-find first job in IT.

You will be looking to learn new technologies and have opportunities to develop your skill set – which will enable you to take advantage of future career opportunities such as Business Analysis, Validation, Networking, Business Applications, and/or Management.

With a keen sense of responsibility you will love seeing things through to completion. For you, something is not done until it is completely finished!

You will be able to think on your feet, able to prioritise issues, and take ownership of problems and their resolution. You will understand the importance of deadlines and urgency. If it means putting in some extra effort you will do it – because you know people are relying on you.

Whilst some people might consider this role to be slightly geeky, you know that you have a team behind you of real geeks – and you know that the combination of knowledge and ability to communicate effectively that you possess means that you only call on them for the really tough problems. And if you do call on them, you will still have that sense of ownership to manage the case through to completion – developing those management skills for the future.

You are a good clear communicator, can confidently communicate with colleagues for whom English is not their first language, and are able to explain technical issues to non-technical people. You will be happy to engage with colleagues across the Group in the UK, Europe and the USA.

You are probably a bit sporty and prefer team games, and will join in with social events.

You have familiarity with MS Office, Exchange, Windows, Printers/Scanners and probably have had exposure to LANs/WANs/ and VPNs. If you understand telephony as well that is a bonus.

You will be able to be based in Merthyr Tydfil (where the Group's finance department and Phase I unit, Simbec Research, and its central laboratory Seirian Laboratories are located).

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PART 2 – QUALIFICATION, EXPERIENCE, AND COMPETENCY

QUALIFICATION		
Required	Desired	Measured
A-Levels (Maths and/or Sciences) to A, B, or C Grades		Certificates
	Current MCSA qualification (Microsoft Certified Solutions Associate)	Certificates
	BSc Computer Science or equivalent (2.2 and above)	Certificates
EXPERIENCE		
Required	Desired	Measured
	2 years in a DeskTop / End-User Support Roles	References
	Experience of Supporting MS Exchange, Windows, Office, VPNs	Interview
	Responsible for Managing Backups / Archives	Interview
COMPETENCE		
Required	Desired	Measured
Experience with Computers and Networks		Interview
Excellent analytical and problem-solving skills		Interview
Good prioritisation skills and be flexible enough to adapt plans		Interview
Ability to explain complex systems in simple terms		Interview
An ability to work to tight deadlines and within constraints		
English language as a first language or fully fluent and confident and effective communicating with people whose first language is not English.		Interview
	Additional European languages to a business level of proficiency	Interview

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PART 3 – JOB DESCRIPTION - JOB FUNCTION

JOB TITLE	Desktop Support Engineer
ROLE HOLDER	
DEPARTMENT	Business Systems Group – IT Team
DIVISION	Simbec-Orion Group
LOCATION	Merthyr Tydfil, UK
CONTRACT TYPE	Permanent Full time
TIER	Trainee Professional/Core
REPORTING TO	Head of IT and upwards to CIO
DIRECT REPORTS	None
INDIRECT REPORTS	None

ROLE HOLDER		Date:
LINE MANAGER		Date:
NEXT REVIEW DATE		

JOB PURPOSE
To be part of a help-desk team supporting end-users across multiple UK, European and USA offices, including home and mobile remote workers. You will become involved in the prioritisation of cases, will respond with alacrity to requests for assistance, resolve the issues where that is possible with your existing skill sets and liaise with colleagues to ensure successful resolution in more complex cases.

PRINCIPAL DUTIES
1. Answering, Acknowledging and Resolving, or managing Resolution of, End-User requests for support
2. Maintaining appropriate records of support cases, IT & Telephony assets, etc.
3. Updating Knowledgebases
4. Building and Deploying Hardware and Software configurations
5. Identifying Opportunities for improvement in IT equipment, IT services, end-user support etc.

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PART 4 – BACKGROUND TO SIMBEC-ORION

Simbec-Orion Group Limited (“Simbec-Orion” or the “Group”) was created in June 2014 by the merger of Simbec Research Limited (“Simbec”) and Orion Clinical Services Limited (“Orion”).

As a result of the merger, Simbec-Orion is today a full service CRO covering first in human Phase I clinical studies through to pivotal Phase III studies and Phase IV post marketing studies. Simbec-Orion supports its clients with our own in-house full service central laboratories, pharmacovigilance, data management and statistics, IMP management/pharmacy, medical management. We have expertise in all drug types, dosage forms and delivery mechanisms and in later stage development and have six core therapeutic disciplines:

- oncology,
- rare and orphan diseases,
- respiratory disorders,
- dermatology,
- infectious disease & vaccines, and
- translational medicine.

We operate internationally serving clients anywhere in the world with physical operations in the United Kingdom, France, Germany, Italy, Spain, Czech Republic, Poland, Australia, South Africa and the United States of America. We have a combined staff approaching 250 people with the greatest concentrations in the UK and France.

It is our objective to become widely recognised as being a significant international full service CRO known for its excellence both across its range of services and in its therapeutic disciplines. We compete effectively against many of our larger competitors by offering a broader range of services and with greater depth of knowledge in our chosen therapeutic areas.

Given the background of a number of our senior leadership team, we think with the same focus as our clients - as drug developers and not simply as outsource service providers. Our goal is to meet their actual needs and not simply execute a study.

Our growth targets aim to see the Group grow from its current size of approximately revenues of £25m (\$37m) per annum to £100m (\$150m). This will be achieved in part by organic growth but also through further M&A activity.