



# IT Technician

---

## ABOUT RXCELERATE

The RxAccelerate group is an out-sourced drug development platform specialising in the design and delivery of complete drug discovery and development programs and project management for our clients spanning from an idea up to and including Phase II clinical studies.

## THE ROLE

The primary function of this role is to support the business with onsite, day-to-day support for all IT issues, reporting directly to the IT Manager. The ability to communicate, prioritise workload and handle multiple tasks with a pro-active, efficient, and organised approach is fundamental. A flexible, professional, approachable manner is essential.

### Main Responsibilities

- **Business IT Support**

Provide support for a growing workforce of over 80 personnel in a hybrid working environment. Responsibilities include Microsoft 365 user management, onboarding new starters, dealing with hardware faults, responding to security alerts, deploying software and patches, equipment upgrades, diagnosing hardware/software errors, and advising on the best use of IT to solve problems.

- **Laboratory IT Support**

Support the use of IT equipment in our laboratory environment. Managing computers attached to lab instruments and shared lab workstations, troubleshooting issues, working with equipment manufacturers on deployments and updates.

- **Networking**

Managing and implementing changes on the company's network infrastructure; firewalls, wireless access points, network switches and patching. Knowledge and understanding of VPN technology.

- **Meeting Rooms**

Onsite assistance with audio visual setup in our meeting rooms to ensure smooth internal and customer facing meetings are carried out. Experience working with Microsoft Teams Rooms hardware is useful but not required.

## Skills/Requirements

### The Person

The ideal person will have proven experience in an IT support role and enjoy the hands-on nature of being the “go to” person in the office for IT queries. A customer-centric attitude is essential, as this is a fast-paced environment where IT plays a key role in our success.

### Key Attributes and Skills:

Excellent communication skills

Professional, friendly, and resourceful approach

Efficient in fault finding techniques

Solid Windows 10 operating system experience essential; Apple MacOS and Apple iOS experience would be beneficial

Experience with Microsoft technologies, both on-premises and in the cloud

Strong networking and security experience for medium size networks

Able to quickly pick up and support new instrument software in a lab environment

Experience working with IT in laboratory environments would be beneficial

### Experience with the following technologies:

- On-Premises: Windows Server | Active Directory & DNS | Microsoft Teams Rooms
- Cloud: Microsoft 365 | Azure AD | Microsoft Intune | Exchange Online
- Networking: Firewalls | Switching | Wireless Access Points | VPN
- End-User: Windows Laptops | Apple MacBooks & iPads | Microsoft Office 365 & Teams

RxCelerate offers a competitive salary with an annual bonus scheme, company pension and company benefit package (life assurance, critical illness and medical insurance).

If you wish to apply for this role, please send your CV and a covering letter outlining how you meet the competencies in PDF format to [careers@rxcelerate.com](mailto:careers@rxcelerate.com). Informal enquiries can also be directed to this email address.

All applicants must be eligible to live and work within the UK without the need for sponsorship.

RxCelerate values and actively supports equality, diversity and inclusion and encourages applications from all sections of society.