

# Senior IT Support Specialist (Fixed Term Contract – 12 months)

## ***The Company:***

PEI is in business to Create Better Outcomes. Better outcomes for our patients, customers, colleagues, and industry partners. Named a “Great Place to Work”, PEI works with major brands from world class manufacturers and trusted partners such as Johnson & Johnson, Ansell, Boston Scientific and ResMed. This is an exciting opportunity to work with a company whose focus is serving our customers, developing our people and living the ABC’s (Ambition, Better Outcomes & Connected Teams) and Behavioural Standards that guide us in PEI.

A professionally run, family business, with over 150 employees, PEI has been in business since 1963. Over the years PEI has moved from being a general medical distributor to become a specialist distribution partner, adding real value for the manufacturer and providing the highest standards of service to the customer.

## ***The Person:***

You are someone with an ability to get things done who is looking to join a leading medical device distribution company and a Great Place to Work. Your motivation and enthusiasm allow you to excel in both a team and individual environment. You have excellent communication, organisational and problem-solving skills. You are self-motivated and constantly seeking smarter ways of working.

PEI is committed to delivering a first-class service. The customer is at the centre of everything we do. This focus, together with detailed product expertise, ensures the provision of unrivalled customer care and excellent on-going product support, which have become synonymous with the PEI brand.

## ***The Role:***

PEI is embarking on a 12-month project to upgrade our ERP System. As a result, we are expanding our IT Team from 2 to 3 people to support the business during the lifecycle of the project. Reporting to The Head of IT as the successful candidate you will work as part of the IT Team providing excellent support across all teams within the business.

## ***Key Requirements:***

- Experience providing both on-site and remote IT support, with the ability to diagnose and resolve issues efficiently and professionally
- Ability to lead, coordinate and implement ICT projects
- Hands-on experience administering Microsoft 365 (Azure AD / Entra ID, Exchange Online, SharePoint, Teams), Windows Server Active Directory including user provisioning, access control, and security configuration
- ERP(SAP) system administration an advantage
- Solid understanding of identity and access management, including MFA, and least-privilege principles
- Good working Knowledge of Endpoint EDR/XDR solutions
- Database administration experience (MSSQL)
- Print Management experience
- Experience managing internal IT infrastructure, including networks, Wi-Fi, firewalls, Endpoint devices (IOS/Android), VPNs, and endpoint security solutions
- Practical experience implementing and maintaining IT security controls, patching, vulnerability management, backups, and endpoint protection
- Strong troubleshooting skills
- Excellent communication skills
- Strong attention to detail
- Self-starter mindset with the ability to work independently, prioritise workload, and make pragmatic recommendations to the business.

**Primary Responsibilities:**

Reporting to the Head of IT, below is an outline of the key responsibilities:

**Primary tasks:**

- Management of both software and hardware support tickets to completion
- Tracking and management of support tickets via Zendesk
- Lead and coordinate specific IT projects in support of the IT Team
- Work closely with third party providers.

**Key Technologies:**

- Microsoft 365 (Azure AD / Entra ID, Exchange Online, SharePoint, Teams)
- Windows Server Active Directory
- SAP ECC
- Checkpoint Firewalls
- Cisco Networking
- VMware/HyperV Virtualisation
- Threatdown MDR/EDR
- ESET AV
- DUO MFA
- Zendesk
- MSSQL DB
- BI Tools (Qlikview, Power BI).

**PEI Compensation Package:**

An attractive package is available to the right candidate