



Mason Technology is a wholly owned Irish company established in 1780, the principle activities are the distribution and supply of analytical, laboratory and weighing instruments and offers a comprehensive after sales service.

Mason Technology is recruiting an **IT Administrator (Junior Role)** based in Cork or Dublin. This new role will report to the **Software Solutions Manager**.

Responsibilities:

- Provide first line IT and telephone support.
- Responsible for incident management via a ticketing system.
- Supporting new and existing customer projects remotely and on-site.
- Incident Management - ensure all tickets are resolved efficiently for both internal & external customers.
- Administrative tasks - replying to queries, updating documentation, reviewing design specifications, privilege lists and data integrity assessments.
- Liaise with external suppliers and vendors to support the resolution of issues.

Qualifications/Requirements:

- At least 1-year IT systems development and support experience.
- Third Level IT course (min Level 6), ITIL certified, Microsoft Certification, CompTIA.
- Strong software and IT infrastructure knowledge.
- Customer Support experience – liaise and troubleshoot with customers to understand their technical issues and the support required.
- Good knowledge of Database systems; SQL; MS SQL Servers.
- Knowledge of networking and LAN/WAN technologies, Firewalls, Anti-Virus, Web filtering, Connectivity, Data Protection.
- Good knowledge of root cause analysis and problem-solving techniques.
- Capable of understanding user and process requirements and able to translate them into software solutions.
- An outgoing personality with a passion for supporting the customer, 'get up and go' attitude

Additional skills whilst not essential but would be of advantage

- Knowledge of Computer Validation in a GxP environment
- Knowledge of LIMS systems and system integration, with good understanding of API.
- Knowledge of installing/ maintaining software required in laboratory processes
- Experienced in regulated environments such as Medical, Pharmaceutical or Chemical sectors.

Please forward a copy of your CV with cover letter to recruitment@masontec.ie