



## **IT Support Technician**

**Location:** Livingston EH54 7GA

**Salary:** Competitive, DOE

**Contract:** Full time, Permanent

### **Cyberhawk Innovations Ltd - About us:**

Cyberhawk is the recognised world leader in the provision of industrial inspection and land surveying solutions using Remotely Operated Aerial Vehicles (ROAV) & Unmanned Aerial Vehicles (UAV). It has built its reputation by consistently pushing the boundaries of technology and exceeding the expectations of major Oil & Gas and Utility Companies worldwide. If you relish the opportunity to join a dynamic, industry-leading organisation with ambitious plans please read on!

### **The Position - IT Support Technician:**

Reporting directly to the CIO, the key duties of this role will include:

- First point of contact for IT issues within the company, resolve issues in a timely manner, including escalating to out external support as required
- Ensure that the planned maintenance schedule for the IT system is adhered to and seek assistance from qualified personnel as required
- Maintain a register of all IT equipment, liaising with Finance Team to ensure financial asset register is accurate
- Work with our key equipment and IT partners to ensure Cyberhawk requirements are met
- Server and infrastructure maintenance.
- Break-fix support
- Other administrative tasks as directed

### **The ideal candidate will have:**

- Experience of successfully working as IT helpdesk or analyst in a busy operational environment which contains both Windows, OSX, Windows server 2012 - 2016 and Office 365 (cloud based)
- Be willing to contribute ideas and opinions

- Have the personality to work within a fast-moving SME
- As this is a stand-alone/specialist role, the individual needs to be self-motivated and highly organised
- Experience of writing IT policy documentation
- Be able to accurately follow and adhere to schedules
- Adept at problem solving with IT, strong written and verbal communication skills
- Have a keen eye for detail, be able to work as part of a team

**Desirable:**

- Unix server administration
- AWS administration
- Strong hands-on electronics experience circuitry design and development, micro controller programming, soldering and 3d printing would be highly advantageous.
- Coding ability or a desire to help out with our web application development

This is an excellent opportunity to join a fast growing and dynamic company in an exciting industry.

**If you feel you have the necessary skills and experience please send an up to date CV and covering letter with your current salary and notice period to [recruitment@theycyberhawk.com](mailto:recruitment@theycyberhawk.com).**