

Lead Service Delivery Engineer

Cambridge & London

This is an excellent opportunity to use your exceptional IT Service Delivery skills to provide Request, Incident, and Problem management services to all Vectura Group staff within the UK, supported by a Service Delivery team based in Chippenham, Wiltshire.

There will be regular travel between our London and Cambridge sites and occasionally to our Chippenham site, providing IT support to each site on request. This role will be primarily based in our Cambridge office with a minimum of one day per week based in our London office.

Requirements:

We're looking for an experienced Lead Service Delivery Engineer to act as a point of contact for UK staff regarding IT Service issues, requests, maintaining an asset database and track changes.

Other key responsibilities will include but not limited to:

- Receive, log and fulfil IT tickets
- Provide 1st & 2nd line support
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner
- To maintain a high degree of customer service for all support queries and adhere to all service management principles
- Provide basic in-house training on applications used within Vectura
- Active Directory – Adding and removing users following the Vectura IT Starters & Leavers procedures
- Additional administrative duties such as temperature logging and backup monitoring as required
- Assist with IT projects to meet the business needs.

What you need

You will possess minimum MTA, MOS or have equivalent in a computer related subject. At least 3 years' experience supporting a Microsoft environment and 3 years' Service Desk experience. A good understanding of United Communications Technologies with the confidence in working with all levels of stakeholders are essential.

A qualification in ITIL v3, MCSA and MCSE are desirable along with GxP experience within IT.

What you get

Our workplace culture encourages a diverse and inclusive work force. We offer flexible working opportunities that promote a healthy work life balance. We nurture our people through vocational & leadership development, mentoring programmes and career development.

In return for your skills and expertise we offer a competitive base salary, annual bonus and generous benefits package including a pension plan, life assurance, private health, dental plan, share save/incentive schemes, cycle to work scheme and free parking.

About Vectura

We're global leaders in the development of innovative formulations and devices for inhaled medical products and our specialist technologies helped over seven million patients in 2017. Working collaboratively, we combine technical, engineering, clinical and regulatory expertise to design, develop, industrialise and deliver a unique range of innovative products, from smart nebuliser technologies to innovative formulations.

With a healthy pipeline of new products in development, as well as partnerships with major international pharma companies. Join us and you'll find it's an ideal place to develop a stimulating and rewarding IT engineering career.