



IT Service Desk Technician

Founded in 2004, The 2M Group of Companies has rapidly grown and is at the digital forefront of the Chemical industry. 2M's digital strategy is to increase the use of digital technology to improve internal and external communication, service, and competitive position.

We are looking for a highly motivated **IT Service Desk Technician** with a keen eye for detail and natural ability to solve problems. The ideal candidate will be forward thinking and comfortable at working at pace. Core responsibilities will include providing solutions for support issues and larger process problems to the Group's employees. This role is within a friendly and dynamic team where the ideal candidate will have the opportunity to make a true impact and quickly see the benefits of the support provided.

About the 2M Group of Companies

Maintaining a portfolio of Material & Life Science companies, the 2M Group of Companies is committed to delivering chemistry-based solutions for a better life today and a better world tomorrow.

Headquartered in the UK, and with sites in Benelux, Brazil, China, France, Germany, Ireland, Poland and Nordic region, we export speciality chemical ingredients to customers over 90 countries.

What we offer

Job type: Full-time

Salary: Competitive

Work environment: Flexible - Home-based / office-based

Location: Head Office – Runcorn, UK

Key Responsibilities

Provide user support to maintain business efficiency

Advanced troubleshooting skills in both server and client OS related issues

Provide suggestions for process & procedure improvement

Report building and administration in SQL

Skills, Qualifications & Experience

Essential

- Computer Science / IT / Technically related degree
- Excellent troubleshooting skills
- Proficient in Microsoft Office
- Knowledge of SQL and database architectures
- Excellent communicator
- Familiar with Windows desktop and Windows server platforms

Desirable

- UK driving license
- Previous helpdesk experience