



Internal IT Support Specialist

Full-Time | £20,000 - £ 25,000

Home Based with offices available at Somerset Energy Innovation Centre

SWMAS plays a key role in providing tailored advice and consultancy to businesses across the South West of England and South Wales. SWMAS Ltd delivers national and regional business support services to support economic growth, our aim is to help businesses of all sizes develop and prosper, with a specific focus on improving the competitiveness and growth potential of SME manufacturing companies.

We now require an internal IT support specialist to work closely within the director and Hub Manager to help the company maximise a range of new software platforms. For the right candidate, the role could provide an exciting development path to supporting new software implementation with SME businesses across the South West of England through partnership with specialist providers.

Your role will involve

- Supporting the implementation and roll out of a revised CRM system
- Developing bespoke reports which bring to life the data within the company
- Development of forms to aid digitalisation of processes
- Support data integrity and accuracy for information held within databases
- Working with the wider team to support communications on the latest updates for software such as MS Teams
- Support the development of online content including on demand learning modules

To be successful in this role you will

- Have a strong knowledge of a range of Microsoft software
- Have the ability to write macros in visual basic for excel applications
- Be able to document and capture key processes within a business
- Strong communication skills in both written and oral formats
- Organise and schedule events and campaigns linked to digital marketing
- Be able to build effective relationships with other members of the teams and clients through effective reports and data
- It would be advantageous if the candidate had any skills in addition in any of the following areas:
 - Knowledge of Deluge / Zoho software applications
 - Website design
 - Graphic design
 - Basic Programming
- Hold a relevant qualification for software development or programming

If this is you, please email your CV and covering letter to Nick Golding – nick.golding@swmas.co.uk

SWMAS Ltd welcomes applications from all sections of the community. If you would like to receive this job vacancy in another format, please contact us. Applications for part-time or job share will be considered.