IT Support Administrator

Salary Range: £22,000 to £25,000   Location: Harrietsham, Kent

Hybrid Working Opportunity

This role is hybrid, requiring the successful candidate to attend our Harrietsham office three days per week, with the flexibility to work from home up to two days a week once deemed competent to work independently. Applicants must be UK-based and live within a practical commutable distance of our office.

Interviews

The job advert closes on **24th June 2025**, with 1st stage telephone interviews and 2nd stage face-to-face interviews scheduled to be held during the first two weeks of July.

The Story:

Established in 1976, Bedfont is an award-winning medical technology company based in Harrietsham, Kent. Its breath analysis medical devices are exported globally thanks to its network of carefully selected distributors.

The Challenge:

Healthcare is evolving and the market for breath analysis monitors is expanding. Bedfont are looking for hard-working, like-minded, and passionate individuals to join the Bedfont Family to help achieve its goal of innovating healthcare worldwide.

The Benefits:

- 25 days paid holiday plus bank holidays
- Private medical insurance
- Subsidised health checks
- Annual optical allowance
- Pension scheme
- Bonus scheme
- Hybrid working
- Employee Assistance Programme (EAP)
- Rewards app
- Referral bonus
- Charity days
- Home office setup allowance
- Social events
- Well-being warriors
- Well-being garden and room
- Cycle to work scheme
- Employee awards
- Free on-site parking
- Training & development opportunities
- Free uniform
- Subsidised Celler8 device
- Subsidised kids club
- Time in service annual leave bonus
- Enhanced Maternity and Paternity Pay

Your Mission:

As an IT Support Administrator at Bedfont, you will assist in the smooth day-to-day running of the company's IT systems by providing on-site support to staff and working closely with our external IT support provider. Your role will include setting up laptops and equipment for new starters, troubleshooting hardware and software issues on-site, and supporting the implementation of IT projects across the business. This is a hands-on position suited to someone with a practical approach, good problem-solving skills, and a keen interest in IT.

Roles and Responsibilities:

- Maintain and troubleshoot meeting room conference equipment to ensure smooth operation
- Assist the external IT support company with on-site tasks and coordination
- Set up laptops and IT equipment for new starters, following a defined checklist of requirements

Our family, innovating health, for yours.

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- Carry out IT offboarding for leavers, including recovering equipment, disabling accounts, and removing access to systems
- Deliver basic IT training to new starters on how to use their equipment and systems
- Create and manage user access for photocopiers, sign-in systems, and other internal platforms
- Provide occasional training sessions to staff on common IT issues and best practices to help improve digital confidence company wide
- Support the procurement process for IT equipment and liaise with suppliers as needed
- Assist with creating, updating, and maintaining IT Standard Operating Procedures (SOPs) and internal documentation
- Coordinate and document monthly backup checks in collaboration with the external IT support company
- Act as the first point of contact for all external IT contractor communications
- Perform low-level, on-site IT troubleshooting and technical support for staff
- Administer user accounts and permissions across various software packages used by the company
- Send monthly utilisation reports to the Office & HR Manager and Chief Operating Director regarding the external IT support company
- Maintain an up-to-date inventory of all high-value IT equipment across the business
- Assist with researching and securing providers for IT-related services such as fibre connections, telephone systems, website hosting and other infrastructure needs
- Assist with helping with installation and amendments to WIFI

Qualifications:

- A relevant IT qualification (e.g. BTEC, NVQ, or A-levels in IT, Computing, or related fields)
- Previous experience in a similar IT support or technical role is advantageous
- A genuine interest in IT, with a willingness to learn and develop technical skills on the job

Preferred Skills:

- Tech savvy with a good understanding of IT systems, hardware, and software troubleshooting
- Familiarity with Windows environments, networking basics, and common business applications
- Excellent problem-solving skills with a logical and methodical approach to diagnosing and resolving issues
- Strong verbal and written communication skills, with the ability to explain technical issues clearly to non-technical users
- Organised and reliable, with the ability to manage tasks and prioritise effectively in a fast-paced environment
- Proactive and self-motivated, with a willingness to learn and support ongoing IT improvements and projects
- A team player with a helpful attitude and the ability to work collaboratively with colleagues and external IT providers

In addition, employees may be required to undertake other duties as may reasonably be required of them. In these circumstances training will be given where it is considered.

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Bedfont® Scientific Ltd. does not and will not discriminate in the recruitment or managing of staff on the basis of race, colour, religion, gender, age, disability, marital status, sexual orientation and more. We are an equal opportunity employer and Bedfont® regards every employee as a member of the Bedfont® family and is committed to providing a fair, safe, diverse and welcoming atmosphere. Our application process has been designed so that everyone is able to demonstrate their skills and how they meet the criteria required for the job advertised. All successful candidates will be subject to a digital ID and DBS check. If you are interested in applying for this role, please visit https://www.bedfont.com/careers to apply.

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