Careers

IT Support Guru,
Belfast

Join our expanding team of innovators and technical professionals in delivering solutions that have an impact on our vision to clean and decarbonise the air.

Position

The IT Support Guru provides technical support and troubleshooting for computer systems, servers, networks, hardware, and software applications. This role serves as the primary IT contact for computer users in the company.

Position Responsibilities

- Provide prompt and knowledgeable technical support to users regarding computers, mobile devices, servers, networks, and software applications.

- Troubleshoot problems with servers, networks, and connectivity issues. Configure networks, network hardware, and firewalls as required.

- Diagnose and resolve technical problems with computer hardware, software, networks, servers, and other systems. Repair or replace components as needed.

- Install and configure new server hardware/software and network devices. Set up user accounts and permissions.

- Train users on new IT systems rollouts and software/hardware updates.

- Document technical issues and resolutions in the IT helpdesk system.

- Monitor network activity and servers for performance and security.

- Maintain inventory of computer equipment, software licenses, and other IT assets.

- Keep updated on emerging technologies; make recommendations to improve IT infrastructure.

- Follow all IT security protocols including access controls, backups, and cybersecurity measures.

Essential Requirements

- Degree in information technology, computer science or related field.

- 3+ years experience in end-user support role.

- Hands-on experience with computer hardware, various OS, software applications, and help desk support.

- Strong working knowledge of TCP/IP, DHCP, DNS, and networking fundamentals.

- Familiarity with RAID, SAN, NAS, virtualization, AD, Exchange Server, etc.

- Excellent troubleshooting, communication, documentation skills.

Interested?
Send your CV to careers@catagen.com

Benefits:

- Competitive basic salary commensurate with experience.
- Benefits package including – Company Pension, Private Medical, Cycle to Work Scheme etc.

About CATAGEN

CATAGEN is a pioneering testing facility delivering industry leading emissions data to global OEMs and stakeholders. Based in Belfast, our independent services provide unrivalled metrics to optimise catalyst development and reduce harmful tailpipe emissions.

Using technology, talent, and a united sense of purpose, CATAGEN have developed ClimaHtech. ClimaHtech is an acceleration system towards decarbonisation using advanced climate technologies to produce renewable hydrogen and E-Fuels.

Our testing and climate technologies are shaping the environment of our future by working towards cleaner air for our cities.

Values

ONE CATAGEN - We put 'we' before 'me' working across boundaries, holding each other accountable and working as a cohesive team.

FEARLESS - We challenge ourselves to push beyond what we think is possible by taking risks and learning new skills.

CUSTOMER OBSESSED - We actively engage, listen and learn from our customers, making it easy to work with us. We deliver solutions in a timely and accurate manner.

ECONOMICALLY DRIVEN - We're ambitious in our 'financial goals' whilst being prudent with resources. We respect that we are a corporate business whose first goal is to be financially secure and to grow and identify new opportunities.

SUSTAINABILITY - We built CATAGEN 'to clean and decarbonise the air', to impact climate change through the development of innovative Net Zero Technologies.

Interested?
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