

Technical IT Assistant

We are seeking a Technical IT Assistant to support our IT Manager, working out of our Bolton office.

Reporting To:	IT Manager
Location:	Head Office – Hall Lane, Farnworth, Bolton BL4 7QF
Contract Type:	Permanent (subject to successful completion of 3 months probationary period)
Working Hours:	Monday – Friday: 09:00 – 17:00 (30 min unpaid lunch break)
Remuneration Package:	Depending on experience and qualifications Annual Profit Related Bonus Workplace Pension Accident and Life Cover (after successful probationary period) 35 days annual leave including bank holidays (sufficient days will need to be saved for the Christmas shutdown)

About Us

We are a specialist civil engineering and highways contractor serving local and transport authorities throughout the North West of England. Our aim is to deliver sustainable projects within the North West, enhancing infrastructure and accessibility of communities, whilst minimising environmental impact and reinvesting locally.

With over 75 years of experience working on North West highway projects, we have gained a distinguished reputation for delivering hugely successful schemes. Our multi award-winning collaborative and proactive methods guarantee the best level of service for our clients.

The business provides a wide range of civil engineering and highway construction services, utilising its highly skilled internal workforce and a network of subcontractors. Its area of expertise lies in executing intricate and challenging projects, including but not limited to drainage schemes, intersection enhancements, and public infrastructure development.

The majority of our income, approximately 80%, is generated from extended framework contracts with local Northwest authorities, which typically span from 4 to 10 years. In addition, the company also serves House Builders and Tier 1 Contractors, carrying out S278 and S38 works on their behalf.

We thrive by working with our clients from early inception of the project to provide cost effective solutions. Additionally, we assist clients in preparing funding bids and provide initiatives in community engagement and methods of delivery.

Our Social and Environmental responsibility track record is exceptionally strong, surpassing our competitors on Quality Bids and Social Value Matrices. Our Clear Management controls and structure ensure efficiency, and as partners of Framework contracts, we have a sizable forward order book extending over four years.

Our projects are solely located within the North West of England, with most of our schemes within Greater Manchester or the neighbouring areas.

Key Responsibilities

- Providing first-line support to staff for IT issues and Office software queries
- Supporting the IT Manager in maintaining and updating IT equipment and systems
- Helping set up and configure laptops, tablets, and phones
- Visiting operational sites to resolve issues or set up hardware
- Maintaining asset registers and updating equipment records
- Managing and formatting company templates and forms
- Assisting with user permissions and platform access (e.g. SharePoint, Compliance Genie)

- Raising purchase orders and handling IT-related admin tasks
- Supporting internal communications and digital document formatting
- Carrying out IT inductions for new starters
- General day-to-day IT administration and project support

Person Specification

- At least one year's IT experience in a similar role
- Excellent working knowledge of Microsoft Windows operative systems and Microsoft Office, especially Word, Excel, Outlook, and Teams
- Confident creating and formatting documents, spreadsheets, and templates
- Strong problem-solving skills and the ability to troubleshoot issues independently
- Proactive, organised, and able to manage multiple tasks
- Clear communication skills with a helpful and approachable manner
- Willingness to learn new systems and software
- Good attention to detail and accuracy
- Full UK driving licence and access to a car for work related use

How to Apply

Applicants can apply by sending a CV with a covering letter to hr@gcox.co.uk