

Job Description

IT Analyst

ACCOUNTABLE TO: IT Operations Manager

Location: CPI Books – Chatham ME5 8TD (Travel to other sites specifically Eastbourne but other CPI sites as required on a regular basis)

CPI Group has an opportunity for an enthusiastic person to join our dynamic team on a permanent contract with our IT Infrastructure team.

CPI Group are a pan-European book printer and distributor with 17 manufacturing sites based within the UK, France, Germany, and Spain. We work in numerous markets, including Trade (printing millions of Harry Potters!), to printing books for the academic and educational markets delivering schoolbooks and books on demand. The business is growing, and we are looking for energetic, creative, innovative team players to join us.

ROLE OBJECTIVE

- Monitoring IT infrastructure with proactive management to ensure maximum up-time of group systems
- Diagnosing and resolving technical issues within the IT Infrastructure
- Resolving IT requests that have been escalated from the IT ticket system (Jira)
- Ensure Servers/PCs are patched in line with requirements
- Setup and issue of new equipment
- Updating IT Infrastructure documentation where required

KEY COMPETENCIES

- Positive “can do” attitude with excellent communication skills
- Attention to detail and time management skills
- Analytical thinking and problem-solving capabilities
- Ability to work well as an individual and as part of a team
- Proficient in a wide range of infrastructure technologies including Networking, configuring Servers, PC's and Laptops to assisting with issues on applications like Microsoft Office, Adobe products and Finance systems

KEY EXPERIENCE

- All Microsoft, Apple and Android operating systems
- Knowledge of Service Desk software (Jira)
- Office365
- Active Directory, DNS, DHCP, TCP/IP
- Installation / Configuration of Servers / PC's/ Mac
- Basic understanding of Antivirus / Security Firewalls
- Network Switches / Wi-Fi technology

To apply please forward a copy of your CV and a covering letter to Clinton Taylor by email to itcareers@cpi-print.co.uk

Hours of work: 40 hours per week - Monday to Friday, with 1 hour lunch break

Closing date for applications: 12.10.25

