

IT Specialist: Candidate Pack

A Message From Our IT Manager

When I started my career, I wanted to challenge myself and learn tech in depth. In my first role on a traditional helpdesk, doing the same tickets every day and having to escalate anything interesting, I soon felt stifled. I realised that I needed a completely different sort of role.

When I joined Costello Medical in an entry-level role in 2021, I found a place where my input mattered and where I was given challenging opportunities on day one. Within a few months, I had implemented a new password manager, optimised our laptop build process, and learned more than I would have in a matter of years spent on the helpdesk. It was a life-changing opportunity for me and one I am privileged to now be extending to other people.

No doubt it is clear by now that this role offers a high level of responsibility and variety. That can feel a bit daunting at first, but it is made easier because you will be backed by a team that truly invests in you. I work closely with each person on my team to understand their goals and help them get there. At Costello Medical, mentorship and coaching is ongoing at every career stage, and constructive feedback is given regularly (not once a year at a performance review!). It is an environment high in both accountability and support, and a career-changing growth opportunity for the right person.

If this excites you, I would love to hear from you.

About The Role

Examples Of Administrative Tasks:

- ◆ When an office is running low on laptops, it would be your responsibility to contact and negotiate with suppliers to get the best deal, place the order, and co-ordinate with on-site teams to ensure the devices are registered, configured, and organised correctly
- ◆ When an app we deployed to laptops via Intune needs to be updated, you would test the update for compatibility, package and upload the installer, test the Intune deployment, and roll out globally once it is ready
- ◆ When it is confirmed that a colleague is leaving the company at short notice you would make sure the account is locked down in a timely manner

Examples Of Technical Requests:

- ◆ When one of our colleagues is asked by a client to host a presentation on Google Meet, they will likely come to you for advice. You would then be responsible for researching and testing compatibility with our meeting room systems and, if not, develop an alternative solution. You would also write guidance for the colleague to ensure a smooth experience on the day
- ◆ When we have hired a non-standard new starter (for example, a fully remote worker with special laptop requirements) you would talk to the relevant managers to understand the requirements and timelines as well as planning with the IT team how we'll get accounts, licenses, hardware and software set up in time
- ◆ When a user tries to connect to a client's new virtual desktop infrastructure, but it appears to be blocked by policy, you would work with senior colleagues who manage device policy to identify a solution that would still allow the user to collaborate with their client (e.g., a workaround or policy exception)

Examples Of Projects:

- ♦ When one of our Graphic Designers have requested that a new design platform is implemented, you would support the evaluation and trial process, and then help implement the chosen solution, including deployment, documentation, licensing, and ongoing maintenance to ensure it remains effective and cost-efficient
- ♦ When inefficiencies are identified in the laptop build process and several steps appear to be candidates for automation, you would research and test these on a test laptop. Where viable, you would then propose a plan and implement improvements for replacing the manual steps with the new automation to streamline the process
- ♦ When the company has asked for a better way to exchange direct messages with external clients, you would research and test relevant tools, such as exploring the capabilities of Microsoft Teams. You would then write a report containing your findings and recommendations for IT Management

Learn more about a typical day in the life of an IT Administrator at Costello Medical:

<https://www.costellomedical.com/careers/working-at-costello-medical/day-in-the-life-it-administrator/>

Meet The Team:

- ♦ **William Marsh – Director of Operations – Cambridge**
Before joining Costello Medical, William completed a PhD in Neuroscience at the University of Cambridge. He joined Costello Medical in 2013 as an Analyst. In 2021, after founding a new service offering and leading our MedTech team, he moved to the Operations side of the business and became Head of Technical Operations. More recently, Operations Direction in 2025. Outside work, William loves cycling.
- ♦ **Mike Freeman – IT Manager – Cambridge**
As he mentioned in his earlier message, Mike joined Costello Medical as an IT Administrator in 2021 and has since been promoted twice to his current role of IT Manager. Before joining the company, Mike worked in IT and customer services roles as well as completing a degree in English Literature. In his free time, Mike enjoys philosophy and weightlifting.
- ♦ **Josh Bestford – IT Administrator – Manchester**
Josh joined Costello Medical as IT Administrator in January 2024, having previously spent over a year in an IT Technician role. He has also held other customer service roles and graduated with a degree in Cyber Security with Law. When he isn't at work, Josh is a keen runner and loves travelling to new places.
- ♦ **Adam Brook – IT Systems Administrator – Cambridge**
Before joining Costello Medical in January 2024, Adam began his career as a Graphic Designer. His interest for the IT sector was sparked when he took on informal technical responsibilities at his first company. He then gained over a year of experience working on a helpdesk. Outside of work, Adam enjoys listening to fantasy audiobooks and spending time gaming online with friends.

Role Requirements

We're looking for someone early in their IT career who is keen to take ownership, build their skills, and work across a broad range of technical tasks.

This role would suit someone who is naturally organised, enjoys problem-solving, and is motivated to learn. You might have gained experience in an IT role, or developed your technical skills alongside a professional or customer-facing role.

Essential requirements for the role are:

- ◆ Either at least 1 year of experience in an IT-related role, a relevant bachelor's degree, or an entry-level industry qualification (e.g. CompTIA, Microsoft, ITIL)
- ◆ A working knowledge of Windows operating systems and Microsoft Office applications
- ◆ Experience supporting or administering IT systems in a professional environment (for example, managing users, permissions or shared files)
- ◆ A strong customer-service mindset, with experience supporting users in a clear, friendly and professional way
- ◆ Excellent written and verbal communication skills, with the ability to explain technical concepts to non-technical audiences
- ◆ A proactive and solution-focused approach to problem-solving, with the confidence to ask questions and seek input when needed
- ◆ Strong organisational skills, with the ability to manage and prioritise a varied workload effectively
- ◆ A high level of attention to detail, particularly when working with systems, user access or confidential information
- ◆ A collaborative approach to working, with a willingness to share knowledge and support team goals
- ◆ Motivation to learn, develop your technical skills, and take ownership of your professional growth

Desired requirements for the role are:

- ◆ Experience with Microsoft 365, Entra ID, Exchange Online, Intune, and Defender for Endpoint
- ◆ Experience with MacOS
- ◆ Experience with HaloITSM
- ◆ Experience with Power Automate
- ◆ Experience with PowerShell, Bash, and other CLIs/scripting languages
- ◆ Experience administering IT hardware, including procurement, configuration, returns, disposal, and maintaining an asset database
- ◆ Experience developing IT knowledge articles and processes

About Costello Medical

Costello Medical is a fully independent, rapidly growing global healthcare agency specialising in medical communications, market access and health economic and outcomes research. We work with a wide range of clients, including the industry's most successful pharmaceutical and medical technology companies, patient and public health bodies and charitable organisations. Our lasting client partnerships create a direct and measurable impact on the successful launch of novel therapies and devices across a wide range of disease areas. Our independent nature allows us to prioritise supporting our staff and clients alike; our vision is to be a community of the very best people, constantly challenging ourselves to make meaningful and outstanding contributions to improving healthcare.

We are committed to our company values which are central to creating our fun, friendly and innovative workplace in which we strive to deliver the highest standards of quality. We have been listed on the Top 100 Best Companies to Work For list since 2017, as well as receiving B Corporation Accreditation in 2022. Please click here to learn more about us, our work and our mission: <https://www.costellomedical.com/>

Role Location

This role is based in our Global Headquarters in Cambridge. You can learn more about this office here: <https://www.costellomedical.com/careers/locations/>

Benefits

Alongside our award-winning company culture, where every team member is celebrated, respected, and has their voice heard, we are proud to offer a comprehensive benefits package that includes:

- ◆ The starting salary for this role is £26,250 to £38,000 per annum, depending on previous experience. Candidates with a strong IT background will be offered a salary at the higher end of this banding. Please note that we have established salary bands to ensure a fair and consistent approach for all applicants, eliminating the need for individual negotiations
- ◆ A discretionary profit share bonus paid twice per year
- ◆ 25 days' annual leave plus bank and public holidays, as well as a holiday buy and sell scheme
- ◆ Flexible working hours and the chance to work from home for up to half of your working time after passing probation
- ◆ Flexible benefits scheme offering cash payments, additional pension contributions and more
- ◆ Private Medical Insurance which offers comprehensive cover on a "medical history disregard" basis
- ◆ Paid study leave and funding for external qualifications
- ◆ Critical Illness Cover, Income Protection and Life Assurance
- ◆ Paid and unpaid sabbaticals based on length of service

Learn more about our full reward package and the other benefits of working for Costello Medical: <https://www.costellomedical.com/careers/benefits-package-in-the-uk/>

Hybrid Working Policy

We believe that having face-to-face time in the office holds many benefits and is central to ensuring that the community we have created, where people have a workplace they belong to and feel part of, is never lost. At the same time, we recognise that homeworking can improve work life balance, reduce commuting times and costs, and provide the opportunity to juggle personal commitments.

Therefore, we offer flexible working arrangements that allow our colleagues who have passed probation to work from home up to half their time, measured across a 2-week rolling period, where business needs allow (please note that this role may require more time spent in the office from time to time due to the key responsibilities, which sometimes have to be completed onsite). During your probationary period (normally the first 6 months of the role), you will be able to work from home 1 day per week.

The Application Process

You are required to submit your CV and a cover letter via our online application form. In your cover letter, you must explain why you think you would be suited to the role and why you would like to join Costello Medical, with examples to support both. Your letter must also:

1. Describe a time when you have been involved in a positive IT change
2. Describe your approach to managing a high workload
3. Describe a time when you demonstrated excellent administrative skills

Your CV should clearly state the dates of all qualifications and grades achieved where applicable.

Our recruitment process will begin with a telephone interview conducted by a member of the Talent Acquisition team. If successful, you will be invited to a final interview in our office with senior members of the TechOps team, which also includes a collaborative assessment.

As an equal opportunity employer, we are committed to fostering a diverse and inclusive workforce and, throughout the recruitment process, there are a number of reasonable adjustments we can provide:

<https://www.costellomedical.com/reasonable-adjustments/>

Get In Touch

If you have any questions about the role or application process, please contact Charli Thomas (Talent Acquisition & Early Careers Manager) who is leading recruitment for this role. She can be contacted via recruitment@costellomedical.com.