



Job Specification – IT Helpdesk Engineer

Department: IT

Reporting to: Group IT Manager

Summary:

The IT Helpdesk Engineer is responsible for supporting the users and maintaining stable operation of the company's desktop computing environment, and in-house computer network (in accordance with IT policies and procedures). This includes ensuring continuity of computer system services for end-users by providing timely and accurate technical assistance in proactive manner whilst always looking to improve efficiency. The IT Helpdesk Engineer will also monitor backups, ensure all workstations have anti-virus protection as well as being fully patched.

The IT Helpdesk Engineer will be part of the IT Team and report to the Group IT Manager.

The IT Helpdesk Engineer will liaise with all levels of the business, as well as service suppliers, as is required to ensure continued and efficient operation of IT systems and services and minimise downtime.

Key Responsibilities/ Accountabilities:

- Performs on-site analysis, diagnosis, and resolution of complex desktop issues for end-users; this includes software, hardware and peripheral support.
- Recommends and implements corrective solutions, for onsite and offsite users.
- Liaise with third-party support and PC equipment vendors.
- Installs, configures, tests, maintains, monitors, and troubleshoots end-user desktop hardware, software, and network peripheral devices and cabling.
- Responds to tickets assigned to the Help Desk, ensuring a timely and efficient solution.
- Liaises with desktop end users to provide training and support on all issues.
- Performs asset management, including maintenance of desktop and network device inventory.
- Participate in identifying infrastructure related issues.
- Sees to the application of IT policies.
- Collaborate with the Group IT Manager in optimising network management and supports the implementation of desktop and infrastructure projects.
- Performs other duties as assigned.

Secondary responsibilities:

- Continuously review and suggest changes to improve service and processes.
- Assist in special projects as and when required by the Group IT Manager.

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Education / Experience:

- A+ Certification or recognized school diploma pertaining to IT.
- Minimum of 3 years' experience in IT Desktop support.
- Experience in a manufacturing environment is a plus.
- Excellent technical knowledge of PC and desktop hardware, including Business Desktop, Laptops, Printers, Scanners, etc.
- Experience with supporting and troubleshooting hardware, systems & applications.
- Extensive applications support experience with Microsoft Windows and Microsoft Office 365.
- Working technical knowledge of current protocols, operating systems, and standards.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and guides.

Personal Attributes / Skills and abilities:

- Strong customer-service orientation.
- Analytical and problem-solving abilities, with keen attention to detail.
- Strong communication skills. Ability to present ideas in user-friendly language.
- Well organised, methodical, and good time management.
- Self-motivated and result oriented, with the ability to effectively prioritise and execute tasks in a high-pressure environment.
- Fast learner.
- Able to adapt and work in a constantly evolving environment.
- Well organised.
- Punctual and reliable.

Pay: £20,000-£24,000.
Dependent upon experience

Working hours: 9:00am to 5:30pm Monday – Thursday
9:00am to 4:15pm Friday

Environment: Office Based.

The Company: Friendly, family run business that truly values their staff and local community. The Company takes pride in manufacturing exceptionally high-quality products within the UK.

Benefits: 20 days holiday + bank holidays, increasing with length of service
Company pension
Subsidised canteen
Free car parking
Staff living within a certain area are invited to use the staff bus, providing adequate space is available. (A small contribution is made for this service)
A staff pass is provided to allow you to visit the attraction of PECORAMA.
Staff are welcome to use the PECORAMA grounds during break and lunch times.

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A staff discount is available within our model and souvenir shop, providing that the goods are for your own use.

Other:

There will be a 6-month probationary period during which there will be regular performance reviews, upon successful completion of this salary will be reviewed and thereafter this will be reviewed annually in line with Company Policies