

Role Purpose: To support a wide user base including colleagues from offices, distribution centres and retail environments in their use of IT systems. Accurately record incidents and manage service levels to users. Fault diagnosis, management of servicing and repair.

Function / Business Unit: IT

Location: Head Office

Reporting Line: IT Incident & Problem Lead

Budget Responsibility: N/A

Team Management: N/A

Key Accountabilities / Responsibilities:

- Maintain a first-class level of customer service ensuring that all users and customers are treated efficiently and in an appropriate, professional manner.
- Assist users with IT related incidents, problems and requests when called upon.
- Maintain good relationships with 3rd party suppliers of services, software, hardware and warranties.
- Diagnose and resolve software and hardware issues, including internal applications, 3rd party applications and desktop, server and mobile operating systems.
- Take ownership of issues by carrying out problem analysis to establish facts then implement temporary or permanent fixes with the aim of restoring service to a user as soon as possible; escalating incidents to other teams or resources where necessary.
- Accurately record, update and document incidents, requests and changes using tools such as the IT Service Desk system, Configuration Management Database and Knowledge Bases.
- Install and configure IT equipment. Assist with audits where necessary.
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.
- Occasional work outside of core operational hours may be required.
- Occasional travel to sites in the UK and Europe may be required.

Required Skills & Experience:

- Excellent communication and documentation techniques.
- Excellent IT skills and computer literacy.
- Knowledge of computer hardware, various vendor OS including Google Chrome OS, Microsoft Windows, Apple MacOS.
- Business productivity suites to include Google G Suite and Microsoft Office 365.
- Previous experience within a customer service role.
- Knowledge of ITIL processes desirable

Behaviours:

Interpersonal skills - Able to get along with, encourage and build relationships with stakeholders while remaining productive and reaching the end goal. Diffuses even high-tension situations; respected as a diplomat, treating others with respect, patience, and consideration. Builds constructive and effective relationships inside and outside the organisation.

Drive and Motivation - Pursues everything with energy, drive and a need to finish. Can be counted on to exceed goals. Dependably achieves what he or she sets out to do, and expects others to do likewise.

Teamwork and collaboration - Develops strong cross functional relationships. Recognises the dependencies across different functions in order to drive business success.

Creativity and Innovation - Sees opportunities for creative problem solving while staying within the parameters of good practice. Generates unique but workable and useful solutions to problems. Pursues new methods and solutions. Develops innovative ideas and methods of doing things.

Adaptability - Remains positive and resilient under pressure, adapts to change and uses

support networks. Maintains or shifts focus on operational goals in response to changing organisational priorities. Controls and filters emotions in a constructive way.

Learning - Learns quickly and independently in the context of an activity; seeks opportunities to extend and deepen learning. Learns from both successes and failures, regards all experiences as opportunities to learn and improve, is intentional and disciplined about reflecting on and internalizing learning. Works well in adapting to the challenge of new or unfamiliar tasks and responsibilities. Appreciates the opportunity for learning and growth.