



INTERNAL VACANCY

JUNIOR IT SUPPORT

Devizes

Background:

Working as member of the IT department reporting direct to the IT Manager, this is a great role and opportunity for those early in their career in IT.

The role requires excellent communication and organisational skills with an aptitude for trouble shooting and fault finding. The right candidate will possess good attention to detail as well as being methodical and conscientious in their work. Discretion is paramount in this role as confidential information will be accessible.

The right individual will be enthusiastic, ready to learn with a flexible can do attitude and be able to work as part of a team which works across multiple sites.

Role and Responsibilities:-

Provide 1st & 2nd line IT support and assist users in all areas of the Devizes factories.

This will include, but not be limited to:

- Acting in a 1st line support role to investigate incidents and requests that are reported to IT;
- Taking ownership of end user faults and bringing them to a successful resolution;
- Escalating problems to other team members and third-parties;
- Installation and configuration of:
 - 3rd party business applications/software;
 - Windows PCs;
 - Peripheral equipment e.g. printers, telephony equipment.
- Assisting users to use software applications more effectively.

Occasional travel to our Bath factory will be required e.g. for team meetings and training.

Requirements

It is highly desirable that candidates have:

- a formal IT related qualification(s) or certification(s) or experience in a similar role.

In addition the following would prove beneficial

- Understanding of Microsoft Operating Systems and Microsoft Office applications;
- Previous experience of working in engineering/factory environment;
- Working knowledge of Dynamics AX / Share point would be an advantage;
- Excellent communication skills.

Further Information:-

- Full training will be given.
- This is a 12 month appointment.
- Hours are 09:00 - 17:00 Mon – Thurs with 30 mins lunch, 08:30 – 16:00 Fri 30 mins lunch. (37 hours)
- The position is subject to a 12 week probation period.
- Those interested in this role should submit an application form & covering letter to Human Resources
- Application forms available on the intranet or from the general office.
- Any questions about the role should be directed through Jonathan Howe or Human Resources
- Please clearly reference the role you are applying for on your application form.

CLOSING DATE: 27th October 2017