

About The Role...

Are you a Super Mario in the IT Support world? Can you use your amazing skills and abilities to capture and control problems, defeat IT threats, vanquish phishing and conquer spoofing? Do you delight in jumping through the easy levels of laptop and PC deployments like a demon because you so can't wait to get stuck into gathering Power Moons to muscle-up Ben's IT infrastructure and save Princess Peach?

Well, maybe there's no Princess Peach but hopefully you'll be able to bring some moves that'll make us rethink the traditional run-and-jump of IT and help us deliver loads of hidden treasures! Oh, and did we mention our Office 365 migration which will require some serious skills?!

We are seeking someone who is a fast learner, keen and willing to go the extra mile. With a strong work ethic, you will be flexible and enjoy working in a busy environment that is fun, but serious about what it does.

To be successful in this role you will probably want to be immersed in the world of all things IT, including Telecoms, Networks, Leased Lines, WiFi, WAN's, LAN's, Clouds, mobile and apps. You will also be *very* keen to help make our not-so-technically-great colleagues really-technically-great-colleagues! You'll be happy to be flexible, have a can-do attitude and be eager to learn new and challenging things – as well as help where required, even if it falls outside of the job description!

In a nutshell, you will be responsible for helping our IT Infrastructure Manager deliver a smooth running, tidy and tight ship with a customer facing focus.

The skills you will need are...

Essential Skills, Knowledge & Experience

- Be the first point of contact for all IT issues
- Assisting in providing both First and to some extent Second line support when request volumes are high.
- Act as an escalation point for advanced or difficult help requests.
- Escalate incidents with accurate documentation to suitable colleague or vendor, when required.
- Record, track, and document the service desk incident-solving process, including all successful and unsuccessful decisions made and actions taken, through to final resolution.
- Research solutions through internal and external knowledgebase as needed.
- Perform hands-on fixes at the desktop level when remote tools are not appropriate, including hardware repairs, delivery of peripherals, or other fixes as determined.
- Ensure that security software / platforms are always up-to-date.
- Perform preventative maintenance, where applicable.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups with colleagues as required.
- Provide suggestions for continual improvement.
- Able to use remote tools and diagnostic utilities to aid in troubleshooting.
- Experience working in a customer service environment
- Working knowledge of MS Windows
- Experience of Windows Server 2008 R2, 2012 R2, 2016
- Domain networks including Group Policy, Active Directory, DNS and DHCP
- A good understanding of firewalls, routers, switches etc
- Experience of mobile phones (iOS and Android)

Desirable Experience / Knowledge

- Infrastructure experience
- Prior experience working in an IT support role or helpdesk environment
- Experience of supporting customers across Microsoft technologies
- Ideally hold a professional IT certification

- Remote Desktop Services or Terminal Services
- A working knowledge of Cisco Meraki
- Have previously worked in a virtualised server environment (Hyper-V experience would be advantageous).
- Layer 3 switching config and VLAN administration
- Office 365 administration and support.
- Understanding of firewalls (Ideally WatchGuard). This will include configuration, administration and clustering.
- Experience using MDT or WDS for OS deployment.
- Be willing and able to challenge the status quo with our current vendor/supplier base
- IT Project Management
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Personal Attributes

- Exceptional customer service skills – you need to be approachable and friendly
- Ability to conduct research into a wide range of computing issues is required.
- Ability to absorb and retain information quickly.
- Ability to present solutions and ideas in user-friendly, business-friendly, and technical language.
- Proven analytical and problem-solving abilities.
- Experience working in a team-oriented, collaborative environment
- Build rapport with colleagues
- Be a dynamic multi tasker
- Strong time management skills, you should be familiar with working to a deadline and setting your own deadlines to ensure tasks are completed in a timely fashion.
- You should be able to prioritise your workload and report where you are with the tasks in hand. You also need to be courageous and be able to tell your line manager if you are struggling!
- College diploma/degree (HND/NVQ 3/BTEC 3 or similar) in a computer science or equivalent IT work experience.

Belt and Braces Stuff...

- You must be able to demonstrate your eligibility to work in the UK
- You must be available for a minimum of 35 hours a week, and be flexible towards working more if needed

Salary Information...

We are paying between £18,000 and £25,000 for this position and the final salary is very much dependent on experience, how you can demonstrate your passion for IT at interview, and willingness to learn.

A Little Bit About Us...

Ben is a very unique charity in that we provide Support for Life for those working in the automotive community.

Ben's holistic care and support services focus on the four pillars of health and wellbeing: financial, physical, mental and social, enabling people to navigate life's toughest challenges and empowering them to make lasting, positive change. We also provide self-help tools and expert advice to enable people to improve and maintain their total health and wellbeing.

In addition to our lifelong support services, Ben also provides high quality care and support for those in later life at our excellent residential care centres, assisted living apartments, day care centre, through our Home Care service and, for the more independent, at our award-winning retirement village which is where you will be based at our Head Quarters.