

JOB DESCRIPTION

Job Title:	IT Business Support
Department/Cost Centre /Location:	IT – Sutton In Ashfield
Company / Division:	Mitchells Powersystems
Reporting to:	IT Manager
Main job purpose: To organise and control all documents as required for the movement of goods in and out of the Distribution Centre	
KEY DUTIES AND RESPONSIBILITIES:	
<ul style="list-style-type: none"> • Provide first/second line technical support to users across the business or escalate if necessary. • Carry out troubleshooting, repair, maintenance and installation of IT equipment as necessary. • Assist in business projects with technical support. • Provide remote and on-site technical support assisting users with various IT issues. • Conduct installation, configuration and upgrading hardware, software and systems across the business. • Manage the administration of user accounts and privileges. • Provide Induction training to new users on how to use IT equipment and create helpful documentation. • Maintain asset management for all IT Equipment. • Provide support to 3rd line Technical Analysts as and when required. 	
OBJECTIVES FOR THIS ROLE	
<ul style="list-style-type: none"> • Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware. • Handle business-critical IT tasks and system improvements. • Enable faster and smarter business processes and employee productivity. • Serve as the subject-matter expert supporting Windows, Microsoft Office, O365 and the business ERP system. 	
SKILLS, QUALIFICATIONS, AND EXPERIENCE REQUIRED:	
<ul style="list-style-type: none"> • Ability to work within statutory regulations, policies and procedures • Attention to detail and an analytical approach • Ability to work under pressure and meet strict deadlines • Good organisation skills, prioritising and managing own time effectively • Excellent communication skills • Able to work on own initiative, with minimal supervision and guidance • 5 GCSE's including Mathematics and English at grade C or above • Professional IT qualification or equivalent • Practical experience of IT hardware, operating systems and Server Administration. • Extensive experience of using a variety of IT systems within a networked environment • Knowledge of both general and specific IT health and safety issues relating to work for both self and all potential users. 	

- Experience in current windows OS as well as Microsoft Office/Office 365
- Experience of working in a team in a focused collaborative environment
- Experience of administering enterprise IT systems
- Experience in system administration within a virtual environment
- Experience in MS Azure 365
- Hands on experience of installing IT hardware and software, Windows Server experience with a good understanding of Active Directory, File permissions, DHCP, DNS, Group Policy.
- Excellent troubleshooting skills (Hardware, Software, Networking)
- Knowledge of working in an Engineering environment would be advantageous.
- Previous data management experience
- Familiar with Data protection and security
- Ability to organise and prioritise a heavy workload at busy times
- A calm approachable manner, able to deal with problems in a professional and friendly manner, displaying tact and diplomacy as required
- Willing to undertake training and develop professionally

LINES OF COMMUNICATION:
 (Outline key contacts on a regular basis as required by the job)

- Oversight - Senior Management Team
- Line manager – IT Manager
- Internal – Computer Supervisor
- External – MSP Service Desk

LEVELS OF AUTHORITY:
You will have no direct reports

ANY OTHER DUTIES / RESPONSIBILITIES:

- Maintain a good level of technology knowledge
- Represent Mitchells professionally within the industry as required
- Use skills and ability to support staff in all areas of the business

This Job Description should be read in conjunction with the Operation Procedures, Quality Procedures, Work Instructions, Health & Safety Manual and associated documentation. Copies of these documents are available from your Line Manager.

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Signature: _____ Date: _____
 (Employee)

Signature: _____ Date: _____
 (Manager)