REDROW

GRADUATE SUPPORT TECHNICIAN

VALUING PEOPLE

ABOUT THE ROLE

To provide an efficient and effective Help Desk, support and installation service as per brief and targets set by the management team. The Desktop & Server team works closely with the Help Desk and other support teams to deliver an efficient and cost effective IT service to the Redrow group of companies.

The responsibilities of the IT Support team include help desk, fault resolution, daily operations, supply of all IT equipment, installation, security, and infrastructure and research projects. The post holder will be heavily involved with day-to-day Help Desk activities, as well as some involvement with operations, general support of the Redrow IT infrastructure, installations/pc builds and perhaps project based work.

Responsible to: Head of IT Support

KEY RESPONSIBILITIES

1. **Helpdesk**

   - Provide assistance and support to the IT Help Desk (first line as required) - general call taking and incident recording.

   - Provide a professional and efficient approach to solving allocated Help Desk issues within expected timescales, ensuring that customers are kept fully informed of progress at all times (may include weekend, bank holiday and other company holiday periods).

   - Provide general (but limited) assistance to users in using internal systems and 3rd party supplied software packages (but not training).

   - Maintain topicality of the Help Desk and asset database at all times

2. **Operations**

   - Perform regular operational checks required by the department, both morning and afternoon (flexible approach to standard working hours is required), as rostered.

- Assist with the departmental day-to-day operational activities (as required).

3. Support

- Assist with the upkeep of the company's client and server computer infrastructure (as required).

- Provide general (but limited) assistance to users in using internal systems and 3rd party supplied software packages (but not training).

- Attend site/regional offices as required by the department (locations across the country), providing a professional, punctual and courteous service.

4. Security

- Help ensure appropriate internal and external security systems and procedures are in place at all times, including access to data and systems, passwords, firewalls, anti-virus measures etc.

- Report to management breaches in security.

- Ensure the Group IT Security and Health & Safety standards are followed.

THE PERSON

What kind of person are we looking for?

- Self-motivated and driven

- Keen interest in technology and computers

- Team player as well being able to work independently

These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.