

Vacancy – IT Support Engineer

Job title:	IT Support Engineer
Reference:	0022
Salary:	£.competitive. plus benefits
Reporting to:	Director of Infrastructure & Security

Position Type:	Permanent, Full-time
Location:	Nottingham
Centre:	Central Services - IT
Closing date:	14/02/2020

Outline:

An exciting opportunity to work as part of the Corporate IT team within LB Foster, as the first and main point of contact for all IT queries and assistance within the Europe Group.

As well as a series of implementation & integration projects, the role will involve managing various day to day IT support activities across 5 sites across the UK and Europe.

Indicative Responsibilities Include:

- > Monitoring service desk tickets and answering calls
- > Resolving 1st line support queries and logging these on the service desk system
- > Setting up new users on the system and configuring required hardware
- > Monitoring the backups and resolving any issues with these including restores
- > Keeping all hardware up to date and recorded on the asset management system
- > Planning & attending visits to our London office and other remote sites

Skills & Experience Required:

- > Need to be able to work individually and as part of a team
- > Be able to manage and organise workload appropriately under pressure
- > Be confident on the phone with users & suppliers
- > Be able to prioritise work effectively to adhere to business needs
- > Must have valid driving license to visit all UK sites.
- > ICT at A Level / AS Level or equivalent
- > At least 3 years' experience working in a 1st or 2nd Line Support environment
- > Experience & understanding of Office365
- > Understanding of networking infrastructure. TCP/IP, DHCP & DNS
- > Knowledge of PC/Laptop hardware
- > Experience using Windows 7/8/10
- > Knowledge of Server 2008/2012/2016
- > Knowledge of Active Directory
- > Understanding of backup solutions
- > Understanding of antivirus software

To Apply:

By email, enclosing a current CV & cover letter, quoting the job title & reference to ukcareers@lbfooster.com
For more information please contact the Human Resources Team on 0114 256 2225 (no agencies)

Please note that roles may close earlier than specified should we receive enough applications prior to the written closing date.