



Vacancy – IT Support Engineer / Team Lead

Job title:	IT Support Engineer / Team Lead
Reference:	0040
Salary:	£.competitive. plus benefits
Reporting to:	Director of Information Security and Architecture (U.S Based)

Position Type:	Permanent, Full-time
Location:	Nottingham
Centre:	L.B. Foster Central IT
Closing date:	24/09/2021

Outline: The IT Support Engineer Team Lead will be accountable for all IT queries, assistance and service delivery within the Europe Group and be responsible for leading the local IT team. The role will primarily be based at the Nottingham Site, however will travel to the other sites when required.

Indicative Responsibilities Include:

Key Responsibilities:

- > Managing the following day to day IT support in coordination with Corporate IT.
- > Being accountable for service desk incidents and requests and responding to support calls.
- > Resolving Tier 1 and Tier 2 support queries and logging these on the service desk system (Ivanti).
- > Being part of the team that procures onboards new users on to the various IT systems and assigning appropriate access.
- > Being part of the team that procures, managing and configuring end user hardware for both new users, and for replacement and upgrades.
- > Monitoring system backups and resolving any issues with these including restores.
- > Keeping all infrastructure and end user hardware and software up to date and recorded on the asset management system.
- > Being accountable for enacting the global security and infrastructure strategy by executing projects and monitoring the environment for threats.
- > In conjunction with other team members - plan & attend visits to our London, Lincoln and Sheffield offices, while supporting these locations remotely. The Sheffield location should be visited weekly.

Skills & Experience Required:

Qualifications:

- > ICT at A Level / AS Level or equivalent.
- > At least 5 years' experience working in a 1st or 2nd Line Support environment.
- > Experience & understanding of Office365.
- > Experience leading other individuals.
- > Experience and understanding of IT service management tools and ticketing systems.
- > Understanding of networking infrastructure. Wi-Fi, switching, TCP/IP, DHCP & DNS, VLANs.
- > Knowledge of PC/Laptop hardware.
- > Experience using Windows 7/8/10.
- > Knowledge of Server 2012/2016 and virtualization (Hyper-V preferred).
- > Knowledge of Active Directory and AzureAD.
- > Understanding of backup solutions.
- > Understanding of security software and hardware – preferably including antivirus, endpoint detection, firewalls.

To Apply:

You can use email, enclosing a current CV & cover letter, quoting the job title & reference to ukcareers@lbfoster.com

For more information please contact the Human Resources Team on UK 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.
LB Foster Europe

Head Office: Stamford Street, Sheffield, S9 2TX

Other locations: London, Nottingham, Lincoln, Herne (DE)