

Job Specification

SENIOR IT SUPPORT TECHNICIAN

Position type: Permanent, Full Time
Location Ipswich, Suffolk

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Introduction, about us:

Bauder is a leading international manufacturer of building construction materials. We provide our clients with a complete technical roofing solution and package from inception to completion, to meet their every requirement. Our service is centered upon our dedication to provide a waterproofing system that fully understands all the individual issues of any project and fully responds to the needs of the client.

Our flat roof systems are designed to provide a high quality, single source solution for every application and client need. Whether green roofing to bitumen membrane, and from hot melt to cold liquid applied, right through to BauderSOLAR PV panels, giving energy for sustainability.

Bauder flat roofs represent an industry leading commitment to deliver technologically advanced roofing products, which meet the diverse needs of the roofing industry in terms of budget, performance and function of the highest quality. The Bauder name is synonymous for quality, design and service.

Our people focused culture originates from a strong family ethos and the belief that our success is determined through our people, who are at the very heart of what we do. We place great attention to detail on recruiting the right person, team fit is as important to us as skillset and people join us for a career and not just a job. We have fun whilst we work and reward, recognise and develop the capabilities of our people. The commitment from all our people undoubtedly drives the high levels of business performance and success enjoyed today.

'you work with friends not colleagues' (Area Technical Sales Manager)
'the Company really looks after you as a person' (Technical Administrator)
'there is a strong commitment to employees and sense of trust and fairness' (Manager)

Would you like to be part of an extremely successful, team spirited business, with a motivated people driven culture? A business which focuses upon building your career, supporting and encouraging your development and fostering autonomy, ownership and accountability. We offer a highly competitive remuneration package and lifecycle of benefits, designed to protect you and your family. Our accolades validate our employer credentials, we are the first in our sector to be awarded the prestigious Investors in People Platinum award and are proud to be one of only 78 Platinum accredited organisations in the UK.



INVESTORS IN PEOPLE™
We invest in people Platinum

Objective:

Reporting to the Head of IT, the primary duties of the post will be to provide fundamental second-line IT support, manage the progression and swift resolution of calls logged with the IT Service Desk and deliver superior services in line with Service Level Agreements while managing our colleague's expectations. A key function of the postholder will be the operational responsibility for service delivery targets and managing the performance of services provided by the IT Service Desk and other third parties.

Throughout the IT Service Desk lifecycle, the postholder will be a point of contact with the end-user, maintaining ownership of the original fault, providing timely updates, and ensuring the identified fault is assigned the correct level of priority and attention. The IT Service Desk comprises a team of engineers covering all support tiers and abilities, from 1st line apprentice engineers to 3rd line engineers. We also work closely with a consultancy resource team focusing on new project delivery.

This demanding support position calls for excellent customer service skills and the ability to articulate solutions clearly and confidently to our end-users, requiring a broad technical knowledge across a range of technologies. The role is based in Ipswich, supporting over 230 users across the UK and Ireland. The company holds various conferences across the UK, and there will be times when the IT Service Desk is required to represent and provide support on these occasions. There may be times when the postholder will liaise with our German parent company and be prepared to work closely with all areas of the Bauder group of companies.

Duties and Responsibilities:

- Be responsible for ensuring that IT and Telephony services are seamlessly delivered to our end-users, managing external suppliers and third parties as necessary
- Deliver a second-line support function, handling escalated calls and cases from the first-line Service Desk or the Head of IT
- A vital part of the internal IT team is boosting the overall IT user experience by ensuring the smooth delivery of first-rate services that meet and exceed our end-user demands
- Work closely with the IT Support Technician and oversee workload to systematically resolve tickets and meet the requirements of the Service Desk
- Helping to manage and maintain positive relations between third parties, service providers and the business (such as the Service Desk and Telephony providers)
- Build strong relationships with all departments to enable an effective dialogue and collaboration between the IT department and the business
- Take ownership when working with third parties and service providers to manage performance, support continuous improvement, standard operating procedures, and dispute resolution
- Administer and maintain system infrastructure, including Active Directory, Azure AD, LAN, Internet access, firewalls, and Exchange/Office 365
- Complete proactive works, including but not limited to Windows and desktop application patching, network device firmware updates, system security management, the creation and maintaining of system documentation
- Respond to any escalated server and network performance monitoring alerts, taking any necessary actions to resolve
- Troubleshoot and resolve complex issues in a methodical manner
- Help with the upskilling and development of the IT Support Technician
- Assist with planning and recommending enhancements to ensure that IT capacity meets current and future business requirements in a cost-effective manner
- To provide reporting and analysis as requested by the Head of IT
- New desktop and laptop setups, including project implementation tasks. The work may be performed remotely or in the office, depending upon the scope of works and the end-users location
- Keep operational documentation up to date
- Attend external sites for issue resolution and proactive maintenance
- Out-of-hours and/or on-call working may be periodically required
- Any other duties deemed reasonable and commensurate to the scope of the role

Key skills/qualifications/criteria:

- Excellent knowledge of Microsoft Windows Server 2016/2019
- Strong knowledge of Microsoft Exchange Server and Office 365
- Strong knowledge/experience in troubleshooting networking protocols and technologies such as TCP/IP, DNS, DHCP, routing and vLANs
- Strong knowledge of backup and DR services (Azure)
- Experience in managing switches and routers
- Good knowledge of Mitel phone systems and SIP trunking
- Knowledge of Windows Script Host/VBScript/ PowerShell
- Strong knowledge of Microsoft Windows 10
- Solid understanding of security best practices, implementing and maintaining to keep the business always protected
- MCSA/MCITP: Server Administrator/VCP or equivalent IT qualifications an advantage

Person Specification:

- A strong desire and focus on continued improvements to the department and personally
- A desire to be part of an overall team and achieve team goals
- To continually strive to improve the overall team effectiveness
- A strong communicator without being overly technical
- Confident mentor of other members of the Service Desk and IT department
- Possess a natural aptitude for troubleshooting and problem solving
- Proven ability to work under pressure in a team with changing demands or priorities
- Solid time management and self-motivation skills
- A lateral thinker
- A strong desire to keep up to date with current industry trends, emerging technologies and best practices
- Must be able to demonstrate a 'colleague first' approach to support
- 5 years+ experience on a helpdesk, technical support or similar role.
- Would suit a Senior Technician who is ready for or wishes to soon progress into a Tier 3 role
- Access to own vehicle required

Salary and Company Benefits:

- Annual salary depending upon experience
- Annual and quarterly company performance bonus
- Life Assurance (7x Basic Salary)
- Income Protection Insurance (automatic inclusion following completion of 6 months' service)
- AXA PPP Healthcare (following successful completion of the probationary period)
- Competitive company pension scheme with a long service enhancement
- 20 days annual leave, rising to 25 days after completion of 1 years' service, plus statutory bank holidays and discretionary paid leave during Christmas shut-down (equating to an additional 3-5 days leave)
- Bauder Development programme:
 - Progressive training and development opportunities, including access to a self-elected annual training programme, one-to-one personal development, structured appraisals etc.
 - Extensive Onboarding Process, including tailored induction and training
- Bauder Wellness Programme:
 - Access to; the annual Bauder Wellness calendar of Wellness focussed training, mental health training, a wide number of initiatives across the business, workshops, gifts and information etc.

This job specification is non-exhaustive and subject to change as the Company deems necessary

Bauder is an Equal Opportunities employer