

<b>Job title:</b>	Helpdesk Operator
<b>Department:</b>	IT
<b>Reports to:</b>	IT Manager
<b>Responsible for:</b>	n/a
<b>Location:</b>	Warwick
<b>Hours of Work:</b>	Mon – Thurs 8am to 4:30pm & Fri 8am to 1pm
<b>Closing date:</b>	

### Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



### Job Purpose:

Delivering first-line support, administering systems, and managing the service desk. Ensuring internal departments have access to necessary hardware and software, offering technical assistance to end-users, conducting user training, and overseeing your tickets within the service desk.

### Main Duties and Responsibilities:

1st line Support, Administration and Service Desk

Responsible for providing internal departments with hardware and software, end-user technical support, user training, and service desk to include

- PC-based systems.
- Network administration.
- Service desk administration.
- Working on 1st and 2nd line IT support calls.
- Ensuring that user support requests are logged and receive prompt attention and that issues are resolved and documented promptly.
- Installing, supporting, and maintaining desktops, network devices and business systems.
- Working with 3rd party suppliers.
- Working with 3rd line support when needed on infrastructure tasks.
- Installing, supporting, and maintaining network-connected IT-supported devices.
- Working to schedule and in accordance with policies and procedures laid down.
- Creating new IT training documents.
- Keeping up to date with all technical work instructions, processes, and procedures.
- Developing, managing, and configuring standard configurations.
- Completing administration tasks when required.



### **Quality & Environmental Responsibilities:**

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team [recruitment@dennis-eagle.co.uk](mailto:recruitment@dennis-eagle.co.uk)



Criteria	(E)ssential / (D)esirable
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<b>Knowledge</b>	
• Minimum of 3 years of relevant experience in Service desk administration	E
• Working on 1st line IT support calls	E
• Knowledge of Microsoft products, including all desktop operating systems and applications	E
• Knowledge of MS Intune	D

<b>Experience</b>	
• Experience with ServiceNow software	D
• Experience in creating IT training documentation	E
• Power BI or power automation knowledge	D
• Managing office printers	D

<b>Education / Qualifications</b>	
• A Level or equivalent	E
• IT-related education	E
• ITIL certification	D
• Microsoft certification	D

<b>Job-related skills &amp; abilities</b>	
• Able to demonstrate strong IT desktop infrastructure aptitude, including fault identification and rectification	E
• Ability to multitask and deal with complex issues	E
• Able to prioritise workload	E
• Working with IT documentation (maintaining and creation)	E
• Ability to teach and train users	E
• Working with Intune environment	E
• Ability to communicate with others effectively, especially over the phone	E
• Quickly adapts to new concepts and technologies	D
• Networking knowledge	D
• Use of PaperCut software	D
• Proactive and always ready to tackle challenges	E

<b>Other requirements</b>	
• Ability & willingness to travel throughout the UK extensively	E
• Working overtime and out-of-hours is sometimes required, including seasonal cover throughout the year.	E
• Ability to provide face-to-face 1st line support help across our 4 sites at Warwick	E
• Ability to be site-based 5 days a week	E

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.



Employee name \_\_\_\_\_

Employee signature \_\_\_\_\_

Date \_\_\_\_\_

Manager name \_\_\_\_\_

Manager signature \_\_\_\_\_

Date \_\_\_\_\_

