



ECM (Vehicle Delivery Service) Ltd

IT Support, Carlisle

APPLICANT GUIDANCE NOTES

Job Description

The IT Support role is part of the ECM IT Service Desk function and is primarily responsible for providing end-user support and maintaining the IT infrastructure. Duties include managing incidents and service requests; hardware configuration, deployment, and support; software installation, upgrades, and patching; managing user access rights and security; investigation of network and EDI communication problems.

The role is also required to provide user support for Microsoft Office applications and ECMs business applications.

The individual will apply proven communication, analytical and problem-solving skills.

Key Responsibilities

- Responding to support incidents and requests via phone, email, or face to face.
- Ensure all incidents and requests are managed and updated in the Service Desk tool.
- Troubleshoot and maintain all aspects of PC hardware, servers, peripherals, and applications.
- Deploy PC hardware, servers, peripherals and maintain infrastructure records.
- Manage and support the telephone system and smartphones.
- Troubleshoot and resolve network and EDI communication problems.
- Support ECM's business and desktop applications.
- Perform daily infrastructure checks.
- Manage Windows active directory, group policies and Microsoft Exchange.
- Apply OS and application upgrades, updates, and fixes.
- Maintain internal documentation and knowledgebase articles.

Key Requirements

- Good knowledge of Windows Operating Systems.
- Fundamental support knowledge of PC hardware, servers, and peripherals.
- Exposure to and knowledge of Active Directory and Group Policy Management.
- Exposure to and knowledge of Microsoft Exchange.
- Exposure to and knowledge of desktop deployment and MDT.
- Exposure to VMware vSphere.
- Exposure to and knowledge of Android and iOS smartphones and ActiveSync.
- Functional knowledge of Microsoft Office applications Excel, Word, Outlook and Powerpoint.
- Experience of maintaining and updating relevant documents / records.
- Understanding of basic networking concepts.
- End user support experience.
- Good problem-solving skills.
- Good communication skills.