



| IT Support Technician

Computer Services, Immingham

Inter Terminals is one of the largest independent bulk liquid storage providers in northern Europe, and the largest in the UK and Scandinavia, with more than 5.4 million cubic metres of storage capacity located across twenty-three terminals.

Our facilities in Denmark, Germany, the Netherlands, Sweden and the UK and Ireland occupy prime positions with access to highly developed transport links and transshipment services, as well as pipeline connections to local industry at some locations. We offer convenient and cost-effective services for the storage and handling of all kinds of products, from oils and chemicals to biofuels and technical wastes via ship, barge, road and rail without compromising on our quality of service.

As a IT Support Technician you will be a part of the Inter Terminals Computer Services (ITCS) team, responsible for providing 1st and 2nd line support for the Group and ITCS Customers along with service desk support, on-site troubleshooting and resolutions, Systems Administration and application and hardware installations.

The successful candidate should have a computing-related degree level qualification, relevant technical certifications and service management (ITIL foundation is desirable).

We would also expect that the personal attributes of all candidates reflect the Company's Core Values which are honesty and integrity, teamwork, pursuit of excellence, personal accountability and entrepreneurial spirit.

Inter Terminals offers competitive remuneration package to its employees, including DC pension, private medical insurance scheme, life insurance, occupational sick pay, free on-site parking and ongoing relevant training.

Application deadline: 11 January 2019

Location: Immingham

Permanent contract

35 hours / week (5 days)

Please send all applications to application@interterminals.com including a cover letter and current CV.

The information provided by you will be used by Inter Terminals to process your application and, if successful, in connection with your future employment with the Company. Any information held by the Company relating to you will be destroyed six months after the post has been filled. If the Company wishes to retain your information for future vacancies the Company will seek your express consent to do so. All processing of data will be in compliance with data protection laws. For further information on how we handle your data read our Privacy Notice for Job Applicants, Employees, Workers and Agency Workers which is available on our website: <https://interterminals.com/about-inter-terminals-tank-storage/data-protection/>

Job title:	IT Support Technician
Job Family:	IT
Role Band:	Operational Specialist / Administrator
Reports to:	IT Manager

1.0 Job Purpose

- 1.1 Provide 1st and 2nd line support for the Group and ITCS Customers along with service desk support, on-site troubleshooting and resolutions, Systems Administration and application and hardware installations.

2.0 Main duties (include, but are not limited to):

- 2.1 Installation, replacement, setup and build of new equipment.
- 2.2 Provide remote and on-site support to resolve on-site equipment issues and faults.
- 2.3 Carry out support for all IT systems in use by the Group.
- 2.4 Maintain IT procedures and documentation as required to the approved standard.
- 2.5 Carry out system checks, solve problems, monitor and escalate if necessary.
- 2.6 Provide out of hours support on an agreed rota basis.
- 2.7 Attend internal and external courses/meetings as appropriate.
- 2.8 To ensure, where appropriate, maximum use is made of IT systems within the Department.

3.0 Post Requirements

3.1 Qualifications

- 3.1.1 Degree (or equivalent) in IT related subject
- 3.1.2 Relevant technical certifications (Microsoft, VMware, Cisco)
- 3.1.3 Service Management (ITIL Foundation)

3.2 Experience

- 3.2.1 Experience of working in a 2nd or 3rd support function.
- 3.2.2 Experience in IT service management policies and procedures.
- 3.2.3 Technical involvement in several large scale IT projects.
- 3.2.4 Experience of writing reports, procedures and training materials.

3.3 Knowledge

- 3.3.1 Knowledge of professional standards.

3.4 Skill set

- 3.4.1 Strong technical knowledge of IT infrastructure and systems (Microsoft Windows, Active Directory, VMware, Servers, Networking and Security).
- 3.4.2 In depth knowledge of MS Office.

4.0 Impact and Influence

- 4.1 **Autonomy and accountability:** Accountability is characterized by performing specialized work but where there are instructions and processes in place. Work is typically varied. Job holder is typically fairly autonomous within processes and guidelines.

| Job Description

- 4.2 **Communication and stakeholder management:** Interaction with others requires social skills and the ability to understand, explain and provide advice using facts and findings.
- 4.3 **Complexity of work:** Work is routine and process-driven and there are instructions for how working tasks are carried out but with freedom in terms of rearranging them as long as objectives are met. Working tasks are typically performed and completed on a daily basis where some tasks extend for a week or more.