

Ontex is looking for

IT Support Person

Ontex is a fast growing international company where people are the most valuable asset. To reinforce our team, we are looking for an additional person to be our first line support and incident management technician for all Ontex UK staff and customer Synergy users.

Your role

- Provide first line support and incident management.
- Ensure issues are logged correctly using the Helpdesk tool
- Utilize central applications for user configuration management (VPN, MobileIron, Exchange,...)
- Provide basic IT training to Ontex staff as required.
- Monitor and ensure backup procedures are operating correctly.
- Order and configuration of new equipment
- Manage 3rd party repair procedures where necessary for local hardware
- Escalate issues as necessary to 2nd or 3rd line support
- Offer advice on areas for improvement with IT processes

Your profile

- Minimum 12 Months in an IT Helpdesk / Support Role or equivalent knowledge
- Ability to work autonomously and make decisions when necessary
- Pro-activity, drive and energy, desire to learn and progress
- Ability to communicate with users at all levels
- Minimum Diploma level qualification
- An understanding of data protection and security principles

We offer you

- A competitive salary
- Private Healthcare after a qualifying period for staff & family
- A pension Scheme
- Our Caring4You Scheme: a program of rewards and initiatives, designed to make life easier for our employees

Interested?

Please send your CV and motivation letter to jobs.uk@ontexglobal.com before 21th May 2016

