

PERMALI

1st Line IT Support
37 hours a week
£20,000-£24,000 per annum

Since 1937 we've pushed the boundaries of material technology, solved challenging problems and, above all, kept people safe. Our advance materials are used across the world and across multiple industries. We've protected the Royal Navy and safeguarded Underground passengers. We've shielded NATO military convoys and reinforced commercial airline cockpits. Our dedication to precision and performance is constant whether providing the NHS with vital supplies in a crisis or making mission-critical materials for NASA. Decades of experience have taken us from helping the Spitfire to soar to keeping every F1 team on track. We've always risen to the challenge.

We currently have an opening for a 1st line IT Support specialist based in our offices in Gloucester.

The successful candidates will be the first point of contact for our internal customers seeking technical assistance or requesting service changes - which includes but is not limited to new equipment & peripheral installation, in the office & on the shopfloor.

We need customer focused candidates with great communication, troubleshooting and problem-solving skills who love working as part of a team. We are looking for experience with Microsoft technologies including Windows 10, Active Directory, O365 (Office, Exchange) and familiarity with networks and basic security awareness.

You will be comfortable working within a fast-paced and forever changing environment, operating across multiple projects simultaneously.

The successful candidates for the 1st Line IT Support will:

- Have experience of providing support relating to Microsoft AD, DNS, DHCP;
- Have excellent knowledge of Microsoft Windows 10 & MS Server 2019.
- Have good general knowledge of TCP/IP and networking technologies;

- Have good working experience of supporting and engaging with endpoint and other security products;
- Have good general knowledge of Microsoft technologies such as SharePoint, Teams, Office365;
- Willingness to learn new skills in a fast-paced environment
- A formal IT qualification at entry level or above is desired.
- You must have proven IT support experience gained in a similar role.
- You must have first class skills in written and spoken English with excellent grammar, along with an organised approach and an ability to prioritise.

Personal Attributes of 1st Line IT Support:

- Have excellent analysis and problem-solving skills, taking ownership of complex incidents and ensuring these are resolved to the satisfaction of the customer.
- We need customer focused candidates with great communication, troubleshooting and problem-solving skills who love working as part of a team.

In exchange we offer:

- 34 days of annual leave, including Bank Holidays
- 3% Employer Pension Contribution
- Life Assurance x 3
- Income protection scheme
- Private medical cover
- Cycle to work scheme

If you are interested in applying for the vacancy, please forward on a CV and a covering letter to Magdalena Oleszczak at jobs@permali.co.uk