

## JOB OPPORTUNITY

1<sup>st</sup> Line IT Support Engineer (salary range £22-25,000)

## TIMING

Closing date 31st May 2019

## CONTACT

Email your CV with a covering letter to [nick.lunn@land-water.co.uk](mailto:nick.lunn@land-water.co.uk)

## ABOUT LAND & WATER

Land & Water is first and foremost an environmental company, full of people who are passionate about caring for our coastline and the nation's network of rivers, streams, wetlands and waterways. We are the UK's largest independent civil engineering company working in the complex environment where land and water meet. We have 40 years of experience and we have managed complex and sensitive projects in a huge variety of locations. You can trust us to find solutions and deliver the best results for every project. From modest beginnings 40 years ago, our business has grown and flourished based on our recognition that we need to support the changing landscape and environments we live in and leave the world a better place.

[www.land-water.co.uk](http://www.land-water.co.uk)

## OUR CORE VALUES & BEHAVIORS

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### PASSION & EXCELLENCE

Pursing a can-do attitude; being proactive and owning our work. Challenging the status quo and loving what we do.

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### RESPECT

Aware of our impact on others; we value openness and carefully listen to the review of others. We respect our colleagues ourselves and our environment.

We look after the tools of our trade.

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### COLLABORATION

We work together to achieve a common goal.

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### EMPATHY

We demonstrate a caring approach to our colleagues, our customers and ourselves.

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### HONESTY & INTEGRITY

When something goes wrong we own it. Learn from mistakes and avoid it happening again.

## OUR CORPORATE COMMITMENT

Land & Water have a fundamental commitment to the three pillars of sustainability, people, planet and prosperity and expect all team members to take this into consideration in all their duties.

## ABOUT THIS ROLE

An opportunity to work in a fun and fast paced environment, we are looking for an ambitious and personable individual. The successful candidate will primarily work out of head office in the countryside village of Albury, Surrey and will also be expected to travel between our offices and working sites on occasion. Reporting directly to the IT Manager, the main responsibility of the role will be handling 1st line IT Support but will also provide the opportunity to get involved in some exciting, impactful IT projects. You will join the business, learn about our various systems and how to support them over circa 6 months and become the first port of call for all support requests. Throughout this role you'll be working with cutting-edge systems and technologies and will be enabled to bring in new creative ideas to help shape and influence the use of technology within the business.

## DETAILS

- As the 1<sup>st</sup> Line IT Support Engineer you will report directly to the IT Manager, working within a small team.
- The main responsibility of the role is to provide 1st line technical support to 3 fixed office locations and up to 20 temporary sites across the UK, helping users with hardware and software problems remotely and on-site
- A driving license is essential
- The role is full-time (37.5 hours per week)
- There will be an occasional requirement for out-of-hours work, all time given back in lieu

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## KEY ACCOUNTABILITIES

- Delivering 1<sup>st</sup> Line Technical Support to company employees
- Problem solving and working with the IT Manager to deliver projects according to tight deadlines
- Building strong relationships with colleagues to ensure high levels of service
- To build reputation within the business for reliability and excellence

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## DUTIES & RESPONSIBILITIES

- Supporting a predominately Microsoft network with a mix of Windows 7 and 10 end-user laptops and PCs.
- Support Android and Apple iOS mobile, tablets and printers.
- Desktop and Laptop setup, updates, software installation, and maintenance
- User account creation and permissions assignment
- Assisting with server support for Windows Server 2008 R2: Active Directory, DNS, DHCP, Print Management, Remote Desktop Services,
- Assist in support and management of our Office 365 environment for Microsoft Office 2016, Exchange, SharePoint, Skype for Business, and Microsoft Teams
- To learn and support our various systems and software packages
- You will have the opportunity to work with the IT Manager on several large and exciting IT projects
  - Full server and network infrastructure refresh at our head office in early 2020.
  - Implementing a Mobile Device Management Solution
  - Implementing a reliable laptop imaging solution

- Working on our systems and policies in order to acquire Cyber Essentials certification thereby enhancing compliance with GDPR
- Improving the overall efficiency of the service that IT provide to the business, by making use of automation, systems integration, business intelligence, and AI

## PERSON SPECIFICATIONS

### QUALIFICATIONS AND TRAINING

- A university degree in an IT related course with at least a 2:1 pass mark.
- A minimum of 1 years' experience delivery 1<sup>st</sup> line Windows desktop support
- A strong knowledge of Microsoft platforms and Operating Systems

### SKILLS AND EXPERIENCE

● Strong written and verbal communication	
● Self-management and able to work autonomously	
● Teamwork and interpersonal skills	
● Excellent Problem-Solving Skills	
● Ability to work under pressure	
● Dependability/Reliability/Responsibility	
● Prioritise work efficiently and productively, and manage your time well	

### PERSONAL ATTRIBUTES

● Honesty and Integrity	
● Technical Competence	
● Sociable and Confident	
● Customer focused	
● Determined and persistent	
● Strong work ethic	
● Proactive	
● Analytical	
● Ability and willingness to learn and improve	
● Resilient	
● Adaptable	