

Polypipe Civils & Green Urbanisation

Senior Support Desk Analyst, Loughborough

We are currently looking to recruit a Senior Support Desk Analyst to work as part of the group's IS Department but based at our Infrastructure and Landscape Division, Polypipe CGU site in Loughborough with frequent travel to our Horncastle site.

This role sits in the Support Desk team within the wider Information Systems (IS) department.

The role will involve:

- Providing 1st & 2nd line service support for the development and management of the Polypipe IT infrastructure, which includes network servers, PCs, desktop applications, operating systems and the telephone system.
- Engaging and supporting a wide user base across multiple sites.
- Prioritising and resolving support calls in line with Group IS guidance.
- Installing, maintaining and supporting IT equipment, including (but not restricted to) laptops, telecoms equipment, printers, scanners, thin clients and workstations.
- Applying Polypipe standards and network management protocols as determined by Group IS policy.
- Ensuring completion of allocated support activities (1st line support) in line with pre-defined SLAs, by monitoring and responding to incidents and requests logged by end users of IT and communications systems infrastructure.
- Ensuring compliance with Polypipe hardware and software standards.
- Taking direction from senior engineering staff and management on the application of company standards for more complex issues.



- Providing assistance to senior engineers as required.
- Working out of hours, if required, to support urgent tasks and incidents.
- Managing and detailing escalations accurately, where appropriate.
- Resolving end user issues through a structured and methodical approach to root cause analysis and investigation whilst working under pressure.
- Collaborating effectively with colleagues at all levels and with different operational roles across all departments of the business.
- Liaising and collaborating with 3rd parties - external hardware, software and communications suppliers - to deliver robust and timely solutions.
- Managing daily work remotely, as appropriate, for multiple sites that are connected by a wide area network.
- Developing clear, concise documentation, where necessary.

The ideal candidate will have experience of and be able to demonstrate the following technical skills:

- Software installation, troubleshooting and problem resolution skills.
- Microsoft Office 2010 or newer.
- Microsoft Office 365.
- Windows 7/10 operating system.
- Knowledge around administration and configuration of Microsoft Active Directory.
- Comptia a+ qualification
- Comptia Network + qualification
- Experience with data backup technologies, antivirus tools and firewall technologies.
- Ideally 2 years' experience of working in a help desk 1st line technical support role within a busy IS/IT function.



- Ability to carry out basic network, PC software and hardware diagnostics.
- Ideally IT professional standards knowledge, including ITIL frameworks, ideally ITIL Foundation V3 (11) Certified.
- Experience of working in a team that supports 1000+ users over a multi-site network

The ideal candidate will also be able to demonstrate the following:

- Customer first attitude /customer service approach
- Valid full UK Driving Licence.
- Methodical approach to issue resolution.
- Attention to detail, diligence.
- Excellent oral and written English communication skills.
- Excellent organisational, prioritisation and time management skills.
- Strong interpersonal and teamwork skills.
- Multi-tasking skills in a fast-paced environment.
- Ability to work autonomously.

Working Hours/Conditions:

- Hours of work are Monday to Friday from 8:30am to 5:00pm with 30 minutes unpaid lunch break.
- Travel required to business units across UK with use of a pool car / company car.

People are at the forefront of everything we do, we have a unique culture where you can be yourself, contribute your ideas to make continuous improvements and take pride in achieving results to support the overall success of our growing business. We recognise the value of investing in our people through comprehensive training and personal development courses. Along with a competitive rate of pay, a variety of shift options to support a healthy work-life balance our comprehensive benefits package which includes: -

- Save as you earn Sharesave Scheme



- Monthly attendance bonus for hourly paid employees
- Bonus schemes (Monthly commission upon completion of probationary period)
- Contributory pension scheme
- Life assurance (linked to pension scheme membership)
- Access to a variety of high street discounts via our Network Benefits employee benefit
- Cycle to work scheme
- Free flu vouchers
- Various health & wellbeing initiatives including complimentary occupational health on-site physiotherapy and counselling services
- Employee Assistance Programme with 24/7 confidential telephone helpline support
- Staff discount on all Genuit Group products
- Free on-site parking

Should you wish to apply for this position please send your CV and covering letter to civils.careers@polypipe.com

