

Vacancy: First Line IT Support

Department: IT

The company

Reconomy is the UK's market leader in outsourced waste management and recycling services. We are looking for individuals who share our people-first philosophy and can help us continually innovate and grow through their insights, innovation and unique talents.

The team

Here in the IT department, we are committed to developing our team toward technological specialism. We operate a regimented, task-orientated work ethic and provide all possible opportunities for exposure to new and exciting technologies. In the coming year alone, we have a significant push towards tech-enablement across our estate, looking for opportunities for efficiency, future proofing and improved customer experience. This should help the business achieve the result of £200M turnover within three years... Join the team and tackle this challenge with us!

You

You've worked in a regimented IT helpdesk environment before, either for an IT business or an IT department for a business. You are ambitious and looking to expand your knowledge and experience, through exposure to new technologies and business scenarios. You are target focused, results driven and fastidious about quality. You are amiable, tenacious, gregarious and you know how to work with users in pressure situations and have sights set on quick promotion. If this sounds like you, then we want you on our side!

Duties

- To provide initial helpdesk support for users of Reconomy IT hardware and software ensuring all calls are logged and resolved in a timely manner, within a regimented helpdesk environment, using remote assistance, telephone support and site visit support.
- To investigate, diagnose and resolve IT support issues where possible, working with users, other staff and third party suppliers as appropriate.
- Taking ownership for the resolution of issues, monitoring progress and applying the escalation procedure as necessary.
- To ensure consistent delivery of high quality services to all clients.
- Assist with agreed plans to install or upgrade items of hardware and/or software as directed.

Skills and Experience

- Experience in an IT support role
- Microsoft experience with good knowledge of Windows 10 and Active Directory
- Excellent communication skills and telephone manner
- Ability to set expectations and communicate results.
- Good understanding of Ethernet networking and TCP/IP stack.

Salary: Attractive, dependent on experience

Contract Type: Permanent, full time. Immediate start available.

Application: To apply for this position, please submit your CV and covering letter to Tig Lockton preferably via email – recruitment@reconomy.com