

1st 2nd Line Infrastructure Analyst

Manchester

Greenergy supplies road fuel to customers in the UK, Canada and Brazil. We operate globally with offices in Canada, the USA, Brazil and Dubai and source fuels from around the world, receiving over 700 shipments annually. To deliver fuel to our customers, we also have an in-house haulage operation employing over 450 drivers. Greenergy is a major investor in the UK's fuel infrastructure, regenerating import terminals that are essential to the country's ongoing supply security. Greenergy Fuels is the largest trading entity of the group, supplying 15 billion litres of fuel to its customers each year.

We have an exciting opportunity for an Infrastructure Support Analyst (1st/2nd line). Located in our Manchester office, the purpose of the role is to provide 1st/2nd line technical support across IT Functions and day-to-day support to the user community across all offices and remote sites.

Key Tasks /accountabilities:

- » 1st / 2nd line support for all Greenergy users and customers via phone, email and desk side.
- » Management of ServiceDesk tickets to ensure calls are dealt with and communicated in the correct manner
- » Working with ServiceDesk and other monitoring tools to review logs, monitors and alerts
- » Responsible for the day-to-day support of the IT function remotely across all Greenergy sites and data centres
- » Desktop and laptop builds
- » User management and administration including Active Directory, MS Exchange, phone system admin, networking (DNS, DHCP,VLANs) and video conferencing solutions
- » Working with the team for the delivery of new projects and services into live environment and acceptance of service into operational environment
- » Day-to-day liaison with key partners and third party suppliers, including issue escalation.
- » Adherence to operational procedures and industry best practices
- » Responsible for ensuring documentation is produced for services and activities and are consistent with best practice
- » Establishing a good working relationship with the business and 3rd party's alike

key performance indicators

- » Support tickets resolved and feedback from user base including ad-hoc or regular surveys
- » Support and operational documents verified against the architecture
- » Documented understanding of systems configurations and user guides
- » Maintain and develop own knowledge and skills

Relationships/interfaces:

- » Infrastructure Team
- » Service Desk Team
- » IT Function Manager
- » Technical teams
- » Internal business users
- » 3rd Party suppliers

Knowledge and experience

- » Good telephone manners, excellent command of the English language, both written and spoken and the ability to convey technical issues to non-technical colleagues (Essential)
- » A desire to be proactive and to provide excellent customer service
- » Technical knowledge on infrastructure across varying technologies
- » Excellent organisational skills with the ability to prioritise issues and recognize when calls should be re-prioritised and / or escalated
- » Graduate level qualification in Computer Science or technology related discipline (desirable)
- » Experience of working in large and complex IT enterprise (desirable)
- » Minimum 2 years' experience in hands-on IT roles
- » ITIL Foundation qualified, preferred
- » Excellent problem solving skills
- » High level of self-motivation
- » Excellent communication skills
- » Demonstrates shared commitment to team success.
- » Focuses effort to deliver output and business value
- » Actively seeks out know-how and best practice, related to own area of contribution.
- » Bias for action – does things before being asked to or forced to by events (Proactive not reactive)

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Technical hands-on experience

- » Knowledge of Windows 7 and 10, Microsoft Office 2010+ – 2 years plus
- » Knowledge of Active Directory, Exchange, User management - 2 years plus
- » End user computing (Microsoft) – 2 years plus
- » Knowledge of LAN, TCP/IP, DHCP, DNS.
- » Cisco Call Manager Administration
- » Video conferencing technology support
- » Server infrastructure management and monitoring (Hands on)
- » VM Ware and Virtualisation
- » Security products including AV, FW, End point security
- » Technical documentation

Hours of employment

Hours on week days 9:00 to 17:30 plus on call out of hours support. NB. Client and company driven by a 24x7 operating environment, so working outside of and in excess of these hours may be reasonably expected. Some out of hours or weekend work will also be required on an ad hoc basis.

People are key to our continuing success and we work hard to reward, develop and retain staff. Benefits go beyond financial incentives to include career development through sponsorship of professional qualifications and mentoring by senior members of the team, to help new employees understand our unique culture and approach to earning customer loyalty. Greenergy offer a comprehensive benefits package which includes;

- » 25 days holiday per year, increasing by 1 day after 5 years' service for every full year up to a maximum of 30 days plus bank holidays
- » Private Medical Insurance
- » Worldwide Travel Insurance
- » Company Pension
- » Life Insurance cover of 4 times basic salary
- » Eye Care Vouchers, Flu Jabs
- » Ride to Work Scheme
- » Access to a discount site for things like eating out, health and leisure etc.
- » You will also have access to the 24/7 Employee Assistance Programme.
- » Excellent Staff Facilities

Greenergy offer a competitive salary along with excellent career progression opportunities and company benefits. If you are interested in joining the Greenergy team, please submit a current CV along with a cover letter highlighting how you meet the competencies for the role and detailing your previous experience.

Your cover letter along with your CV will be used to assess your application, therefore applications without a covering letter will not be considered.

Please note, due to the volume of applications we regret to advise you that we are unable to respond to Candidates who are not short listed for this role. If you should have any queries regarding this position please call Debbie Rees 01827 302298

NO AGENCIES – thank you.

The logo for Greenergy, featuring the word "Greenergy" in a bold, dark blue, sans-serif font. A thin green vertical line is positioned to the left of the text.