

IT Support Analyst – Logistics

Tamworth

Entrepreneurial zeal and a drive to do things differently have spurred Greenergy to grow from a bedroom start-up to become the UK's leading fuel supplier. Good customer service is central to our mission and we constantly strive to be a company that's easy to deal with by streamlining procedures and eliminating bureaucracy. Choose to work for Greenergy and you'll find that we are welcoming, logical and efficient. We endeavour to approach the status quo of an established industry with fresh eyes.

Located at our Tamworth office, the IT Support Analyst - Logistics is to provide day-to-day technical and application support to the Greenergy Group of companies and must be able to travel to London/Nationwide on occasions.

To help drive the growth of the business forward by implementing and supporting both business and IT applications. You will be expected to leverage your experience and skills to support and improve applications through a cycle of design, transition and support in the live operation.

You will be self-motivated with a positive outlook, able to multi-task, embrace change, be technically competent and willing to learn and perform quickly in a very important and business critical role.

Key tasks/accountabilities

- » Provide expert production support and services to Greenergy users, many of whom will be in remote locations or on the road and includes additionally basic hardware support
- » Responsible for first and some second tier application support
- » Effective management of communications to system users and the business when necessary
- » Incident management – being the focal point for the operation when a major incident occurs
- » Manage application Incidents and related Problems and escalate product queries and bug fixes both internally and externally to third party vendors
- » Support the Greenergy IT Service Desk including reviewing Incident tickets, logs, monitors and alerts
- » Delivery of new applications and services into live environment and acceptance of services into operational environment
- » Manage User Acceptance Testing
- » Provide application training for Greenergy users
- » Ensuring documentation is produced for services, and activities are consistent with industry best practice
- » Requirement to work within an on-call rota with some occasional out of hours and weekend support once competent in the role
- » Support and be actively involved in various projects and improvement initiatives
- » May on occasion be asked to perform ad hoc local hardware and infrastructure support for the infrastructure team

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Person Specification

Essential

- » Graduate calibre, or have an equivalent professional qualification in an IT related discipline
- » Experience of working as part of a team, building positive working relationships and dealing effectively and authoritatively with staff at all levels
- » Basic SQL skills and experience running stored procedures
- » Supporting in-house applications (Access ADP/SQL DB)
- » Demonstrated ability of initiative and problem-solving skills
- » Excellent written and verbal communication skills
- » Excellent planning and organisational skills
- » Collaborative decision making skills
- » Demonstrated ability to work well with others
- » Ability to manage own time and meet project deadlines
- » Experience of working in a team that delivers high availability service
- » High level of self-motivation and a flexible attitude

Desirable

- » TIL® Foundation Qualification
- » At least 2 years' experience within a similar role supporting ideally haulage / logistics applications
- » XRM data support
- » Good understanding of XML schema

Key Relationships/interfaces

- » Applications Manager
- » Technical Support Teams
- » IT Service Desk
- » Project Management
- » Internal business users
- » 3rd Party vendors and suppliers

People are key to our continuing success; we work hard to reward, develop and retain staff. We offer a competitive salary, career progression opportunities, along with 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

To apply for this role please submit a current CV along with a cover letter highlighting how you meet the competencies for the role and detailing your previous experience to deborah.rees@greenergy.com

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