

GMI Construction Group PLC

ICT Support Manager



Main Purpose of the Role	Answerable to the Group ICT Manager, the candidate will be responsible for all support and management of the network across the business.
Key Accountabilities	<ul style="list-style-type: none"> • Take accountability and resolve issues preventing timely, quality and cost-effective performance • Ensure IT infrastructure is fully documented to audit requirements • Support in disaster recovery planning and arrangements • Provide technical expertise in resolving problems and implementing changes to the IT infrastructure (this may result in occasional work out-of-hours or at weekends) • Update Helpdesk records accordingly, and help identify trends and issues which require special action • To provide support to office based and remote staff out on site, answering queries via email, phone or face-to-face • To follow the existing procedures for recording faults / logging tickets • Performing network upgrades • Implementation / support of the company specific systems • Follow the company process for managing licensing and ensuring compliance is maintained • Troubleshooting laptops, desktops, tablets, phones and printers • Monitoring backups & ensuring the network is performing at its optimum • Adding new users to the system and setting up email accounts • Sourcing & configuring new computers for use on the network / decommissioning old kit • Set up of temporary sites and ensuring access for staff located there • Manage suppliers to ensure delivering of quality services in line with agreed SLAs, and extract maximum value from these relationships
Key Skills, Knowledge and Experience	<ul style="list-style-type: none"> • Ability to use own initiative as well as working effectively as part of a team • Awareness of current technical options for server, print, network, desktop, laptop, mobile computing equipment configuration and connectivity • Excellent time management skills with the ability to prioritize own workload • Client facing experience required • Sound understanding of subnets and IP address / routing protocols. • Experience of Windows Server 2012, Exchange 2016, Windows 7 + 10 • Hands on experience of configuring and maintaining routers, switches & firewalls • Windows clients in Server/ Active Directory domains • Excellent troubleshooting skills and the ability to follow an issue through to a solution • Small scale project management and implementation experience covering any of the above areas • Excellent attention to detail and self organisation



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Key Attributes	<ul style="list-style-type: none">• Flexible• Personable – strong support focus• Strong work ethic• Ability to work under pressure• Ability to work to deadlines• Keen to learn new technologies• Own vehicle with the willingness to travel as and when the role dictates
Hours of Work	9.00am to 5.30pm Monday to Friday (but may require out of this as the role dictates)
Reports to	Thomas West - Group ICT Manager
Base	Leeds and Site
Region/Business Area	Yorkshire

In the first instance, please forward a letter of application and CV to:

angela.briggs@gmicon.co.uk

No agencies please.

GMI Construction Group Plc is an Equal Opportunities Employer.

