



Job description form

Position Profile

General information	
Job Title	IT Support Engineer
Company	<p>Gill Group</p> <p>Over our 40-year history, our success has been built on our customer focus; taking the time to understand market requirements and deliver on them, through the development and manufacturing of innovative products and supporting our customers and distributors across the world.</p> <p>We think creatively and work together as a business to overcome challenges. Quality and consistency are paramount in that process, built in at all stages from product design, manufacturing and through to customer support. Our products are found across the world in some of the most arduous environments. The combination of our business processes and our people is integral to achieving the high quality that Gill is known for and is supporting our ongoing Global expansion.</p>
Department	Information Technology
Position summary	
<p>We are looking to appoint an experienced and motivated IT Support Engineer with a broad skillset to assist in the day-to-day IT support for the Gill Group's staff and systems.</p> <p>The successful candidate will be the face of IT supporting all levels of the business. IT is a varied, dynamic and busy in-house department, and we take pride in the service we provide supporting a fast-paced manufacturing environment.</p> <p>The role will be based on systems monitoring and managing IT requests coming into the department. It will be centred around the day-to-day support of staff and the production environment involving both physical and virtual machines. The role will also include the procurement of IT assets and consumables, setting up of new staff hardware and accounts and carrying out inductions, along with office and workstation setups as required. As a varied role, duties will not be limited to the above and the successful candidate will be exposed to all IT functions across the group.</p> <p>The role will support the entire Gill Group consisting of four companies operating out of three sites in Lymington, Hampshire and international staff around the world. Travel between all company sites for support is required. The role is Monday-Friday 08:00 to 16:00 and on-site to ensure a high level of support for manufacturing with occasional remote work if required.</p>	
Specific Responsibilities	
<ul style="list-style-type: none">• 1st and 2nd line hardware and application support for 250 systems (both on-site and remote)• New PC builds / hardware upgrades / OS upgrades• Software application installations and support• Staff account administration and new starter inductions• Procurement of IT parts and consumables• Monitoring server, Active Directory, network health, data backups and logs• PC backups, imaging and data restores• Microsoft 365 support and administration including Exchange / Outlook / Teams / Office.• Keeping accurate records and documentation• Manage equipment repurpose or disposal	



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Candidate requirements

- Experience of domain-based Windows OS devices.
- Ability to troubleshoot hardware, software and networking issues.
- Good working knowledge of Office365.
- Working VMware / Hyper-V virtualization experience.
- Ability to prioritise workload.
- Ability to liaise with support partners for software / telecoms systems.
- Health and Safety / Security awareness.

Additional advantageous experience

- Database awareness (MS Access / SQL)
- VBA / VB scripts / PowerShell

Person specification

- 3+ years' experience in a 1st/2nd line IT support role. (Ideally in a similar environment)
- Must be organized, self-motivated and can show initiative.
- Must be able to work in a team but also take the lead as required.
- Ability to manage multiple tasks and adapt to changing timescales.
- Ability to prioritize own workload and adapt in a fast-paced dynamic manufacturing environment.
- Ability to keep clear and accurate documentation including project progress reporting.
- Good communications skills at all levels within an organization.

Certified skills are advantageous, but more important is demonstrating you have the practical knowledge, skills and experience required for the role, along with a willingness to learn and adapt as we push the company's infrastructure forward.

Reporting structure

IT Support Engineer - Head of Information Technology

A position profile does not imply that the duties stated are the only ones to be performed by the incumbent. Employees will be required to follow any other reasonable job-related instruction as requested by their manager or a company director.

Enquiries to recruitment@gill.group