

IT Support Administrator

Overall purpose

Valpak Limited is the UK's leading provider of environmental compliance and data management services in the UK and internationally. The business has over 2000 highly satisfied B2B customers who enjoy a wide array of innovative services. Valpak offers current and prospective customers a variety of seminars, workshops and webinars to help highlight upcoming issues, helpful services and solutions, and to offer practical advice.

As IT support administrator, your primary role is to support Valpak users and ensure IT systems allow them to successfully carry out their roles efficiently. This role represents an excellent opportunity to work in IT hands on learning in areas which will build experience in supporting critical business systems and applications. As part of the IT Team you would be encouraged to develop your technical knowledge by utilising the various training materials available to the department.

Line manager

Infrastructure Manager

Key accountabilities

- End user hardware and software provisioning.
- Troubleshooting end user software and hardware issues.
- Administration of the IT ticketing system to ensure user issues are logged accurately and progressed efficiently.
- To provide technical support of Valpak's IT systems including company's clients (laptops), applications, servers and networks, ensuring continuity of the IT systems.
- Act as first point of contact within the IT department, for all members of staff; local, remote-workers and branch office based. Answering phones, emails and ad-hoc queries as required.
- Actively identify trends within support and proactively fix issues at source or escalate within team for broader consideration.
- Ensure potential information security risks are identified and dealt with as a priority.
- As required, take responsibility for administrative duties such as system backups.
- Assist in projects being undertaken as required and work on own projects as assigned.
- Provide cover for other team member's as required and in-line with knowledge and experience.
- Ensure that systems are appropriately documented and up-to-date in relation to IT systems.
- Make every effort to ensure that the IT systems provide a reliable and un-interrupted service for the company.
- Able and willing to cover shifts as required 8:00 – 16:30 and 9:30 – 18:00 with availability to work unsociable hours when the tasks requires.

IT Support Administrator

Skills

- Excellent organisational skills
- Methodical
- Competency to multitask, prioritise and manage own workload with limited supervision
- IT literate: Outlook, Word, Excel, PowerPoint
- Confident, positive, proactive, enthusiastic nature
- Excellent written communication skills

Required experience

- Experience in an administrative role
- Experience with managing customer queries within specific deadlines

Contact us

For more information please call 03450 682 572 or email careers@valpak.co.uk