



Desktop Support Engineer

Full-Time, Permanent Role
Based in London Westminster

The Role:

Go Ahead has an established Service Desk and Technical Operations team at our Newcastle office but a presence is required to support our user base in London. We are seeking someone who can take ownership of the support function at Head Office and has a customer centric attitude.

The successful candidate will be primarily responsible for end user support at our London Head Office which consists of approx. 100 users which also includes C Suite and Senior Management staff. There will also be opportunities to be involved in IT projects supporting the Service Desk and Technical Operations team to deliver their objectives.

Key Responsibilities:

- Resolving End user issues either remotely or desk side
- Working with third party technology providers/suppliers for problem resolutions
- Distributing End user equipment and maintaining the Asset Database (New and existing)
- Troubleshooting and resolving desktop/mobile/equipment and software access issues
- Installing and configuring operating systems and applications
- Troubleshooting basic network and connection issues
- Prioritising and managing logged incidents
- Disposing of depreciated IT equipment

About You:

Essential Requirements:

- Excellent in End User Technologies which includes... Windows 10, AirWatch, Intune, Office 365, IOS and Android
- Demonstratable Hardware knowledge and able to perform upgrades such a drive replacements and RAM upgrades
- Excellent Active Directory and Office 365 administration (Mailboxes, AD/O365 Groups, NTFS)
- Knowledge of anti-virus and anti-malware software essential
- Experience in desk and Meeting room configurations (attention to detail)
- Comms room experience & diagnostic skills (Patch/Cable management – UPS)
- Networking and connectivity troubleshooting skills (DNS, DHCP, WiFi)

Desirable Requirements:

- Windows Server Support
- knowledge of security logging systems or scanning systems advantageous.
- Datacentre knowledge (Role may require Datacentre visits)

Other Requirements:

- Flexible approach to working hours according to the needs of the business which may include site visits to Go-Ahead Operating Companies and the IT Operations Centre in Newcastle.
- Excellent verbal and written communication
- Great Customer focus and ability to interact with end-users and all levels of management including CEO and CFO
- Self-starter, able to work independently and as part of a team in a fast-paced environment
- Excellent relationship management skills with both internal and external stakeholders.
- Takes ownership to identify and proactively solve issues.
- Excellent documentation skills and attention to detail is a must!
- Must be able to work proactively and under pressure.

To Apply:

Please submit a cover letter with current CV (in Word or PDF) to Stephen Trebilcock, Interim Technical Operations Manager at stephen.trebilcock@go-ahead.com and must be received by close of business on **Friday 2nd October 2020**.