



WE NEED YOU

WE'RE LOOKING FOR IT OPERATIONS ENGINEER

LOCATION:
Hertford & Home Working

WORKING HOURS:
Monday to Friday, 37.5 hours per week

SALARY:
Up to £24,000

OTHER BENEFITS:
Accelerator Bonus, Life Assurance, PerkBox
Discounts, Aviva Pension, Samsung/HP Discounts,
Company Sick Pay.

CONTACT TYPE:
FTC to Perm

REPORTING IN TO:
IT Operations Manager

WE'RE LOOKING FOR AN IT OPERATIONS ENGINEER

Are you passionate about technology and helping others? We're looking for an IT Operations Engineer to join our team. In this role, you'll be the first point of contact for our users, resolving IT issues and providing excellent customer service. You'll also assist with maintaining our IT systems, ensuring they run smoothly. This is a great opportunity to develop your technical skills and learn about IT operations.

If you enjoy problem-solving and want to build a career in IT, we encourage you to apply!

TO MAKE A REAL DIFFERENCE IN THESE AREAS

HARDWARE AND INFRASTRUCTURE

- Be responsible for configuring new laptops for new starters and replacements for our existing teams.
- Troubleshoot hardware issues, such as connectivity, monitor problems, or computer failures.
- Install and configure basic network components (e.g., switches, routers).

HELPDESK AND USER SUPPORT

- Provide first-line technical support to users via phone, email, or in-person.
- Troubleshoot common software issues (e.g., Microsoft Office, email).
- Reset passwords and unlock user accounts.
- Install software applications upon request.

SYSTEM ADMINISTRATION AND MAINTENANCE

- Perform routine system checks and monitoring.
- Install software updates and patches.
- Assist with antivirus software updates and management.

ASSET TRACKING

- Keep our technology running smoothly by managing equipment records.
- Conduct regular hardware audits.
- Update asset management software.

DOCUMENTATION

- Create and update user guides and knowledge base articles.
- Document incident resolution steps.
- Keep track of technical documentation for hardware and software.

CENTRAL
SUPPORT
IT OPERATIONS
ENGINEER

ADDITIONAL RESPONSIBILITIES

- Provide technical support and guidance to internal departments on IT-related matters within established parameters

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're a problem solver. You love getting involved with technical problems and coming up with a technical solution.
- You understand the importance of prioritisation and being able to reach out for additional support.
- You're a strong communicator, both written and verbally and you enjoy dealing with people and helping them solve problems.
- You understand the basics of an IT network system and the components that make it work: servers, firewalls, routers, clients.
- You have a basic knowledge of what "the cloud" is and how a business might utilise it into its day-to-day IT operation.
- You know your way around the Windows OS, the Microsoft Office suite of applications (Word, Excel, PowerPoint).
- You understand how data flows around a network, the importance of that flow and how you may be able to use it to investigate problems.
- You're looking for a step into a career (or a step up) with a fantastic team of IT professionals who manage the day-to-day IT needs of a multi-national business.

Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.

