



Role Profile

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| Position: | Helpdesk Support Analyst |
| Location: | Stapeley, Nantwich |
| Reporting to: | IT Team Leader - EMEA |

Genus PLC:

Genus is a FTSE 250 company, headquartered in the UK and listed on the London Stock Exchange. With revenues of around \$600 million, it has a workforce of approximately 3,000 employees throughout the world. Genus has been one of the best performing stocks on the London Stock Exchange.

Genus is a global market leader in bovine and porcine genetic improvement, Genus helps its customers in the dairy, beef and porcine supply chains around the world. Genus' vision of "pioneering animal genetic improvement to help nourish the world" is supported by its core values to be customer-centric, results-driven, pioneering, people-focused and responsible.

Overview:

Reporting to the IT Team Leader - EMEA role is an excellent opportunity for someone seeking to gain experience in IT Helpdesk within a people centric, global business.

The ideal candidate:

Ideally you will be outgoing, willing to learn have 1 year + IT background, delivering a high quality IT support service with a focus on Europe, Middle East and Africa.

- Provide day to day onsite support for Stapeley Office and other remote UK locations
- Provide remote support to multiple office and field staff in 8 countries across the EMEA region
- Be available to (occasionally) travel to other sites across Europe, Africa, Russia and India and hold a full Driving Licence
- Be proficient in using and supporting all Office 365 applications
- Have experience managing incidents and requests in a dedicated ticket management tool
- Have a 'can do' attitude in regard to our customers experience
- Have exceptional communication skills; both verbal and written are essential
- Be proactive in managing workloads and have strong organisational skills
- Have a desire for continuous improvement of own knowledge and wider IT service offerings
- Deliver against key objectives and understand, and succeed in, SLA attainment
- Develop relationships with on site KSH's and liaise with third party suppliers
- Be great at prioritisation, organisation and display time management skills
- Have the ability to "think on your feet" and react positively to varied or difficult situations

Desired Skills/qualifications/Experience:

- Hardware fault diagnosis and repair for laptops, desktops, printers etc.
- Desktop application support
- Mobile technology – tablets & smartphones using Android & iOS
- Wi-Fi AP troubleshooting
- All Microsoft Office 365 applications
- Windows 7 / 8 / 10
- Ivanti (Landesk) Management Suite (or other desktop management and deployment tools) for laptop and desktop deployments, imaging and patching
- Remote support using TeamViewer or similar
- Exchange online/Active Directory administration
- Network technologies and methodologies (TCPIP / Cat5 cabling / Switches / DHCP / VPN)

The following would be beneficial:

- Fluency in an additional language (French, Spanish, Italian, German)
- ITIL v3+ Foundation certification (If not, Genus will work with you to complete this within your probation period, with all course materials and first exam paid for by us)
- Experience with Oracle
- Experience with InTune