



Role Profile

Position:	IT Service Desk Technician
Location:	Stapeley, Nantwich
Reporting to:	EMEA IT Service Desk Team Leader

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 EMEA IT Service Desk Team Leader this role is an excellent opportunity for someone seeking to gain experience in IT and the Service Desk within a people centric, fast moving global business.

The ideal candidate:

Ideally you will be proactive and customer centric with a 'can do' attitude. Have the ability to think on your feet and react positively to varied requests and difficult situations. Be comfortable speaking to and working with all levels of management and staff.

You must be flexible and able to travel across the UK and EMEAR to support the business's needs.

Demonstrate and encourage behaviours aligned to our 5 Core Values:

- Customer centric
- Results driven
- Pioneering
- People Focused
- Responsible

Desired Skills/qualifications/Experience:

- You must have a minimum of 1 years' experience on an IT Service Desk or similar role.
- Be great at prioritisation, organisation and display time management skills
- Be proficient in using and supporting all Office 365 applications, and able to provide general application and OS support and related fixes.
- Understand and utilise account management tools such as Exchange on-prem and online, and Active Directory on-prem and Azure administration

- Have a good understanding and be able to undertake hardware fault diagnosis and repair for laptops, desktops, mobile devices, printers etc.
- Be able to provide both desk-side and remote support, talking users through instructions where necessary, and using screenshare services (TeamViewer, Teams etc.) where possible

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)