

**Role Profile**

Position: IT Service Desk Technician

Location: Deforest, Wisconsin

Reporting to: IT Service Desk Team Leader (NA)

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 IT Service Desk Team Leader (NA) role is an excellent opportunity for someone seeking to gain experience in delivering high-quality IT Support within a people centric, global business.

The ideal candidate:

Ideally you will be customer centric, results driven, pioneering, people focused, and responsible.

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 (TCP/IP / cabling / Switches / DHCP / VPN)
- Office 365 Administration, including SharePoint/Teams
- Experience supporting multiple sites, preferably international
- PowerShell scripting and automation
- Power Automate
- Experience with Microsoft Intune or other MDM solutions
- Experience supporting Microsoft Azure
- Knowledge of cloud-based telecom systems