

GRADUS

Gradus Ltd (a Gerflor company) are manufacturers of flooring accessories, entrance matting, wall protection and specialist LED lighting systems. Our attention to detail, forward thinking and passion for improvement has led to our success in the UK and International markets.

We have customers ranging from designers & architects to contractors and building owners, spanning all market sectors including Commercial Office, Education, Healthcare, Residential, Retail, Leisure & Hospitality.

Due to our ongoing success, we now have a vacancy for a

IT Helpdesk Support Analyst

Based at Chapel Mill, Macclesfield

What the role looks like....

As an IT Helpdesk Support Analyst, you will be providing remote/onsite first and second-line support as well as configuring hardware and setting up user accounts. You will have a great autonomy and a real impact when you start here. This opportunity will grow with the right candidate and is a fantastic long-term prospect.

Key Responsibilities....

- Provide helpdesk support to all customers & colleagues.
- Taking ownership for the service desk ticketing queue by troubleshooting and/or escalating incidents to the relevant senior engineers
- Work to Service level agreements (SLA)
- Setting up user accounts in AD
- Configuring hardware such as laptops & desktops & mobile phones & printers
- Being the first point of contact for customers seeking technical assistance
- Keeping customers regularly informed of progress.
- Install, configure, upgrade, and relocate PC hardware, software and print devices when needed.
- Qualifying and documenting the problems raised by customers.
- Responsible for handling support of service requests which relate to all technology including workstations, servers, printers, networks, and vendor specific hardware and software.

Key skills are as follows....

- Windows OS and Windows server administration & support
- Active Directory Administration
- Prioritise own workload to address incoming issues by priority level.
- Good troubleshooting skills
- Strong communication and customer service skills.

- Ability to quickly learn new applications and technologies
- Basic administration of virtual environment (VMware)
- Basic understanding of the backup technologies
- Full UK Driving licence needed

Desirable skills....

- VMware knowledge
- Veeam
- Avaya Telephony
- Intune
- SharePoint

What we can offer....

- 26 days annual leave plus bank holidays (4-5 days saved for Christmas)
 - Holiday purchase scheme
 - Annual discretionary bonus at Christmas
- Employee Benefits Platform provided by VIVUP which includes Employee Assistance Programme - 24/7 free confidential advice Discounted Gym Membership, discounted high street shopping and Cycle to work scheme.
 - Proactive and supported Probation Period - usually 6 months
 - Group life insurance and death in service
 - Pension auto-enrolment after 3 months
 - Occupational Health Services
 - Employee Assistance Programme - 24/7 free confidential advice
 - Discounted Gym Membership with Everlast Gym
 - Free parking
 - Extremely high retention rate and family orientated business

Eligibility Criteria...

You must have the right to work in the UK, and valid residency status and a current valid driver licence to apply for this role.

Applications should be made in writing with a current CV, to recruitment@gradus.com , or in writing to the HR Department, Springbank, Brunel Road, Macclesfield, SK11 0TA

Please inform your line manager of your intention to apply for this role.

For more information on our company please visit our website

[www. Gradus.com](http://www.Gradus.com)