IT Service Desk – First Line Support Technician

Middlesbrough

STRETCH
OUR CORE VALUES

Do you have IT experience, and are you seeking a full-time role in Tees Dock, Middlesbrough? PD Ports is looking for a 1st Line Support Technician, and the role comes with an attractive salary and benefits package.

In this 1st-line IT support role, you will support internal business applications, utilising procedures provided by the business and installing desktops, laptops, printers, and other peripherals across all PD Ports sites.

You'll be the first point of contact for IT-related issues arising across all PD Ports sites and the creation of active directory accounts and mailboxes. Whilst checking Symantec NetBackup backups and performing restores, you'll log all calls, updated and categorised correctly using the Service Desk Application.

The successful candidate will have an IT-related qualification. The following are also required:
- Experience in IT (desirable)
- Excellent communication skills
- The ability to work in a team, often under pressure
- The ability to prioritise your workload.

In addition to a favourable salary, the benefits of this job include:
- Cycle-to-work scheme
- Training opportunities
- Employee Assistance Programme for personal support (health, finance, etc.)
- Sick pay scheme.

PD Ports is one of the UK's biggest and most progressive port groups with a reputation for excellence gained from decades of experience and a highly skilled workforce. PD Ports employs over 1,400 people nationwide whilst also operating one of the most ambitious apprenticeship programmes in the maritime industry as part of its ongoing commitment to supporting the next generation.

To apply for this 1st Line Support Technician job in Teesdock, please submit a detailed C.V. outlining your relevant skills & experience along with a cover letter reference **R-ISD-159** to: hr.recruitment@pdports.co.uk

Closing date: Friday 27th January 2023

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