

Job description

Job Title: Desktop Support Team Lead

Location: Office based, Abingdon

Department: Technology

Position Reports To: Office IT & Infrastructure Manager

Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field Gigaclear currently has over 300 employees and is pursuing ambitious growth plans.

Purpose of the job

The Desktop Support Team Lead role will form part of a small team in the business delivering excellent service to our employees and support for business systems. As the business is growing rapidly, the exact scope of the role will change over time, and you will be flexible and able to work within a fast-paced work environment.

Key Accountability & Responsibilities

- Lead team of 4 IT Support Technicians
- Manage ticketing system and review performance
- Review, propose and implement new process improvements
- Escalation point for any issues related to:
 - User on / off boarding, building & recovering machines, mobiles, tablets
 - Active Directory (2012) and Office 365 account and email admin
 - Windows 10 computer (mostly notebook) and Apple Mac support
 - Mobile and VOIP telephony support
 - All other applications as required. E.g. JIRA, Sage200, Confluence, Salesforce, etc
- Deployment of mobile device applications covering sales productivity & Network build management
- Build & fit out of new remote offices
- Support an Office 365 Sharepoint Intranet and document repository
- As part of this role there is a requirement to be on-call to respond to out of hours IT system support on a rota basis (currently 1 week in three) for which there is additional compensation.
- Gigaclear are also opening satellite office so the candidate must be able to drive and be willing to stay away from home for short periods.

Knowledge & Skills

- Basic networking principles, technologies and protocols, including IPv4
- Supporting Office 365 applications and managing access/security
- Support & management of active directory accounts

- ITIL awareness and demonstrable skill in using an Information Technology Service Management (ITSM) system in support of end users
- Supporting remote working through management of VPN connectivity.
- The ideal candidate will be comfortable working in a customer facing team environment where customer service is the priority.
- Ability to seek out, manage and influence opportunities for continuous improvement and change.

Qualifications & Accreditations

Degree-level background in a computer science field is desirable, but equivalent education/experience is acceptable, with excellent verbal, written and numerical skills.

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.

Gigaclear is not currently engaging with any external recruitment agencies or suppliers for this role. Gigaclear has a preferred supplier list of Agencies / Suppliers with whom T&Cs have been agreed and Gigaclear will only accept CVs from these suppliers for roles we have formally requested they work – this request will come from a member of the HR team. Any speculative CVs submitted without this request will be deemed property of Gigaclear and may be engaged with directly without Gigaclear being liable for any “introduction fee”.