

First Line Support Engineer

Location: Hetton or Durham

Contract: Full time, permanent

James Jones & Sons Ltd is a 5th generation family business and one of the UK's largest and most progressive timber processing companies with core activities in timber harvesting, sawmilling, pallets & packaging, and distribution. We operate from 25 sites across the UK, 18 Australian and 2 New Zealand sites and employ over 2,100 people. In the UK, we operate seven sawmills throughout Scotland and the north east of England: an engineered wood manufacturing plant in the north of Scotland and pallet and packaging operations at 14 sites across the UK. We produce high quality, British grown timber for the UK construction, landscaping, and agricultural sectors; market-leading JJI-Joists for the housebuilding and construction markets and pallets and packaging for blue chip domestic and exporting businesses.

For further information about James Jones & Sons Ltd, visit www.jamesjones.co.uk

About the role:

We are looking to appoint a First Line Support Engineer to join our IT team, to ensure continuity of service for all IT equipment and services in the offices and in the factory. The successful candidate will resolve support tickets that are raised by their colleagues and work closely with our IT team to ensure business objectives are met.

Day to day, this will consist of troubleshooting software and hardware, a crucial part of this role would be ensuring that objectives are achieved whilst adhering to our security protocols. This will involve working closely with third party customers and suppliers in addition to our managed service provider who maintains our network.

This role will be office based, the location will be either in Hetton or Durham and will be discussed during the recruitment and interview process.

Candidates should have a willingness to learn new skills, especially outside areas of existing knowledge, be adaptable to change in a dynamic environment and be self-reliant, focused, and able to work on your own initiative.



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& SONS LIMITED**

Essential Skills & Knowledge:

- Strong written and verbal communication skills
- An ability to manage workload and prioritise urgent items accordingly
- A working understanding of network and data security
- Full driving license

The following Skills and Knowledge would be an advantage:

- Experience of working with PLCs, Access Points and Switches
- An understanding of networking, particularly VLANs and VPNs
- Experience repairing physical IT hardware

Key tasks and responsibilities:

- Monitoring the helpdesk and resolving IT issues efficiently
- Working with the IT team on various projects, locally and remotely
- Following and maintaining documentation
- Configuring and rolling out machines for new and existing users where required
- Upgrading or repairing hardware when required
- Installing, configuring and supporting a variety of printers and drivers
- Configuring, monitoring and testing backups on a regular schedule
- Supporting users to use Windows 10 and Office 365 effectively and resolving any issues
- Supporting the use of iPhones and Android devices
- Supporting CCTV systems
- Procuring hardware and software as required

Applicants must be able to demonstrate at least 1 year IT experience in a helpdesk related role.

Qualifications:

Any relevant technical qualifications will be considered

Benefits package includes:

- Competitive salary (depending on experience)
- 33 days holiday
- Employer Pension contribution
- Annual Bonus based on Company and individual performance
- Health & Wellbeing services (Remote GPs, Mental Health Support, Physio)
- Life Assurance Cover



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Recruitment Process:

- 1st round interviews will be carried out by Telephone/Teams/Zoom
- 2nd round face-to-face interviews are with two IT Managers
- Applications should be sent to – recruitment@jamesjones.co.uk

All applicants must have the right to work in the UK without the need for sponsorship.

Closing date: 20th September 2024