



**James Jones
& SONS LIMITED**

IT Support – Lamesley, Gateshead

James Jones & Sons Ltd is one of the UK's largest and most progressive timber processing companies with core activities in timber harvesting, haulage and sawmilling. We operate five sawmills throughout Scotland; 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.

Due to recent business acquisitions the company is expanding its small IT Support team.

The Role: You will provide support to the manufacturing and administration departments. You should be willing to learn and support new emerging technologies that include, but are not limited to: server platforms (physical and virtual) including storage, backups; PC and peripheral devices support and general network cabling; cloud platforms (hosted servers and emails); first level support for ERP systems, windows and Linux Server Administration. You will be trained on Navision ERP System, MS Business Intelligence, ASP.Net programming and Solidworks 3D Design. You will be involved in many developing projects.

Key skills

You should be able to demonstrate the following:

Essential skills:

- Knowledge of PC hardware, software and peripherals configuration.
- Knowledge of network communications.
- Strong knowledge of MS Windows 7, 8, 10, Office 2007-2016.
- Ability to advise, guide and communicate technical issues to non-technical staff.
- Good analytical and problem-solving skills, a high degree of accuracy and the ability to work to tight deadlines.
- Proactive in learning new technologies and ability to use initiative to find a solution to the technical problem or to propose a solution that meets business needs.
- A team player with the ability to work under own initiative and unsupervised.
- Ability to demonstrate multi-tasking and co-ordination of workload.
- Full driving licence.

Desirable skills:

- Knowledge of Programming Skills, C#/Java, Database, html, JavaScript, CSS, jQuery, PHP, Angular, Python.
- Knowledge of Active Directory and Group Policies.
- Any experience with the following; Docker, Raspberry Pi.
- Mechanical background (such as 3D design) with strong IT skills.

Candidates with the experience or relevant job titles of; Service Desk Analyst, IT Support Analyst, IT Helpdesk Analyst, IT Service Desk Analyst, Desktop Analyst, IT Support, IT Financial Services Analyst may also be considered for this role.

An attractive remuneration package is available to the right individual, including enhanced pension scheme.

Applicants must be able prove that they are eligible to work in the UK.

Applications and CVs should be sent to: Donna O'Connor, Human Resources Manager, James Jones & Sons Ltd, Broomage Avenue, Larbert, FK5 4NQ or email recruitment@jamesjones.co.uk