



Vacancy: IT Support Engineer
Location: Bellshill, Glasgow
Salary: Negotiable, dependent on skills and experience

The Company

Founded in 1985 in Canada, Cooke Aquaculture has grown from a small family business to the world's largest independent, fully-integrated producer of Atlantic salmon and related products. The company remains family owned with operations throughout Canada, USA, Chile, Spain and the UK. Cooke Aquaculture Scotland is committed to responsible and sustainable production and the delivery of high quality products through a number of accreditations. Healthy vibrant families and our coastal communities are important to us and are the backbone of our success.

We are currently seeking a candidate to take on the position of full-time **IT Support Engineer**.

The Role & Responsibilities

Reporting to the Manager of Service Delivery and Business Analysis (UK), your responsibilities will include being part of a team to deliver a "best in class" IT support service to end users both in the UK and Abroad. The successful candidate will provide 1st and 2nd line support working from the Global helpdesk ticket queue, as well as handling incoming support calls/emails. The position will carry added responsibility to assist the Service Delivery Manager to implement Infrastructure and application projects when required. Your remit will also include the creation and maintenance of procedures and knowledge base articles/solutions. Other duties include;

- Plan, organise and prioritise tasks and service requests in a high-pressure environment
- Use Remote tools to resolve customer issues
- Track and log all incidents and service requests into the Service Desk software
- Prepare procedures and knowledge base documentation
- Provide and maintain the IT department service level by providing prompt response times and strong customer service when addressing service requests with end users
- Assist with onsite installations of new hardware and systems
- Regression test new software upgrades, and patches before deploying live.

Qualifications, Skills and Experience required

- University Degree in a relevant Computing discipline and minimum of 1 Year Helpdesk Experience
- ITIL certification, or equivalent professional experience with incident management best practices,
- Experience with, Windows Server 2008-2012 management and maintenance, Switches/Routers, Active Directory, smartphones/mobile devices, VPN
- Technical support experience with Microsoft Windows/Office/ All versions
- A strong understanding of networking (TCP/IP) is required.
- Sharepoint, SQL, Great Planes, cat 5 cable termination, Avigilon security systems experience would be considered an asset as would Microsoft and Cisco Certification
- Excellent communication skills; must be comfortable collaborating with all levels of organisation including the ability to provide phone support to remote location personnel
- Strong analytical problem solving skills
- Must be flexible, be able to use initiative in uncertain circumstances, work independently as well as part of a collaborative IT department
- Innovative and willing to contribute in Video Conference and face to face meetings
- Driving License required - supporting remote sites, and end users. Travel throughout UK is required.

This position is based in the Bellshill, Glasgow office and will require prompt and reliable attendance into the office during core business hours. During certain times of the year, this position will also require extended hours (mornings, evenings, occasional weekends, holidays, On call etc.) in order to meet business needs.

In return for your commitment, hard work and dedication we offer excellent terms and conditions, including; competitive salary, bonus scheme, company pension, salary sacrifice schemes and generous holiday entitlement.

If you feel you have the necessary attributes to successfully fulfil this position and contribute to a progressive, results orientated company, then please send your covering letter and CV to krystal.flett@cookeaqua.com by 09 February 2018.