



Lambert
Automation Systems

Lambert
Precision Components

Lambert
Equipment Engineering

THE POSITION

To assist the IT Manager with the maintenance and support of Lambert IT systems including installation and configuration of hardware and software and end-user support.

RESPONSIBILITIES

- Provide a Helpdesk service to all end-users
- Install and configure hardware and software
- Carry out maintenance, repair and diagnostic activities when required
- Ensure network integrity including administration of operating system functions
- Comply with Lambert Service Level Agreements
- Carry out IT projects

KEY RESPONSIBILITIES

- Provide a Helpdesk service to all end-users by responding to issues over the telephone or at the end-users desk and maintaining a call log of helpdesk requests. This service will include trouble-shooting to identify potential issues with hardware as well as assisting end-users in the use of relevant software packages.
- Install, configure and maintain the IT infrastructure including Hardware, Operating system, network connectivity, printing etc. This will include monitoring and analysis of Exchange, SQL and file servers; setting up of new hardware and installing authorised and anti-virus software and, in accordance with Lambert policy, testing all new products before they are applied to the server. This will ensure that all employees are able to carry out their work efficiently and effectively.
- Carry out PC maintenance, repair and diagnostic activities including ordering of equipment and consumables as required, liaising with preferred supplier for purchase of laptop and desk top PCs. Maintain levels of consumables for printers and photocopiers taking appropriate meter readings as required. This will ensure that all employees are able to carry out their work efficiently and effectively and that they will not be prevented from doing this by lack of working equipment or consumables.
- Develop and maintain document templates, macros to enable employees to have access to these when required and to be able to make best use of Lambert Systems and their integration with the Microsoft Office suite.
- Assist IT Manager with disaster recovery and business continuity provisions to ensure that, should Lambert systems fail for whatever reason, it can quickly recover and resume business activities without significant detriment to either itself or its customers.
- Work with all Lambert colleagues to ensure that our internal customer ethos is delivered and maintained through everything we do including right first time, on time and in full.

POSITION:
IT Support
Engineer

DEPARTMENT:
IT

TYPE:
Full Time

LOCATION:
Lambert
Station Estate
Tadcaster
North Yorkshire
LS24 9SG
United Kingdom

KEY RESPONSIBILITIES

- Ensure network integrity by installing new software onto test machines/network before rolling out to end-user PCs. Review any proposed upgrades before installation and make recommendations on suitability or otherwise for Lambert. Regularly check network accounts and perform Active Directory clean-up to ensure that new users are correctly set up and that expired accounts are disabled to ensure against unauthorised use. Also review e-mail archiving on a quarterly basis, identifying and resolving any issues. This will ensure that the entire network is always achieving optimum performance and that end-users get the best benefit from Lambert IT systems.
- Work with all Lambert colleagues to ensure compliance with ISO14001, ISO9001 and OHSAS18001 and support a culture of Lean and Continuous Improvement by complying with appropriate Standard Operating Procedures. This will ensure that Lambert retains its accreditation and maintains its position as a provider of high quality service and that its employees are working efficiently and safely.
- Always demonstrate respect, integrity, trust and excellence in interactions with all colleagues, customers and suppliers in line with Lambert's internal customer programme.
- Carry out IT project work as required.

KNOWLEDGE AND EXPERIENCE

- Strong all round understanding of IT infrastructure and hardware
- Experience in maintaining, managing and trouble-shooting IT systems and infrastructure in a small to medium-sized business
- Strong customer service and communication skills
- Proven ability to work independently and as part of a team
- IT technical background with some commercial experience in a client/desktop support position
- Excellent interpersonal skills from a varied user base
- Experience of using software to meet business needs
- Good working knowledge of MS Office Applications and experience of VBA coding and debugging
- Ability to manage own priorities and adhere to company set deadlines

SKILLS AND QUALIFICATIONS

- MCP or MCSA qualification
- Technical competence in:
 - ❖ Operating Systems - Windows 7/8/10, Server 2008/2012 and Linux
 - ❖ IT Hardware - HP and Dell Client PCs, Servers and Storage
 - ❖ IT Service Applications – MS Exchange 2010, SharePoint 2010/13, SQL 2008/2014, SSRS, Active Directory, VMware VSphere, Veeam, Cisco IOS, VPN SonicWALL, Wi-Fi, VLAN and WatchGuard Firewalls
 - ❖ Business Applications – Office 2010/2013/365, IT Service Desk, Dynamics AX, PowerShell/Scripting, SolidWorks CAD and MS Project
 - ❖ Mobile Device and Telephone Technologies – Apple iOS, Windows Mobile, Avaya IP Office
 - ❖ Ability to manage cabling and switch infrastructure

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