

Desktop Support Team Lead

Join the brand that is transforming rural areas with ultrafast full fibre broadband. We're the team where talented people are encouraged to thrive and enhance their career.

Powered by brilliant people with bright ideas, we want to hear yours. Our success is driven by your creativity, collaboration and commitment.

You 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.

You are ambitious with the tenacity to succeed. You will be able to demonstrate the essential criteria whilst bringing your own passion and ideas. We are happy to consider applications from those seeking a change of career but who can demonstrate the skills below. Some of the key skills you will possess are:

- 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.

You share our values. They make us who we are:

- **Find a way:** Always working together to deliver market-leading solutions and provide customer service excellence to our communities
- **Be committed:** We are all accountable for our actions and work relentlessly with our many customers to deliver on our promises
- **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
- **Keep it simple:** In an industry of complexity and confusion, we make things easy for everyone to understand

Culture & benefits:

We empower people to do what they do best; fast. We want you to bring you, so we don't 'fence' anyone in to a single way of working. You will get the latest news through our staff magazine, Gigabites, and monthly company updates (food can play a major part in this!). You are living and breathing our values, so your colleagues may nominate you for our Star of the Month award. If you win you get an extra day's holiday. Like us, you probably like to get a bit social too. We have a weekly running club, Gigaclear FC plus two company socials a year, and more.

On top of this we offer great benefits such as, uncapped commission, car allowance, flexible working conditions, study support, Income Protection, Life Assurance, a generous contributory pension scheme and 25 days holiday (plus bank holidays) with the option to purchase additional holidays.

When you apply for this role, please access the full job description in the account registration area.