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| **Job Title:** | Senior IT Technician  |
| **Department:** | IT |
| **Base Location:** | Tewkesbury – with travel to other depots required |
| **Hours:** | 40 hours per week  |
| **Relationships:** | Internal Departments, Customers, Suppliers |
| **Responsible to:** | Information Technology Manager |

Established in 1938, Cotteswold Dairy is one of the UK’s leading independent, family-owned dairies. We support local farmers and communities by delivering the freshest, finest quality products and first class customer service.

**Team Cotteswold:**

At Cotteswold Dairy we recognise that we will achieve far greater success working as a team, with empathetic people management and valuing each other, our staff and our customers.

The aim of ‘Team Cotteswold’ is to give a disciplined and determined effort to value everyone and everything and as a consequence make the Company the first preference for employees and customers alike over the long term.

**The Team Cotteswold Purpose:**

Being at the heart of a responsible and sustainable dairy community

**JOB DESCRIPTION**

**Overview:**

The purpose of this role is to assist the IT Manager with the management of Information and Communication Technology (ICT) requirements of Cotteswold Dairy, working closely with the external Information Technology (IT) support companies as well as working as part of the IT team and in-house projects.

This is a varied role which will require responsive first and second line hands-on support to employees. The Senior IT Technician position offers the opportunity to develop your knowledge and progress to deputise for the IT Manager in all tasks and projects.

**Main Duties & Responsibilities:**

* Assist the IT Manager in the management and co-ordination of ICT Systems and hardware for the Company and delivering new projects in a timely manner, with accurate data input, maintain our current Helpdesk system, keeping all parties appraised of any issues as they arise
* Work to proactively improve and streamline internal workflows, identifying opportunities to replace extraneous process or implement new solutions
* Fault finding across network, printer, desktop & laptops, mobile phones and associated infrastructure
* Monitor the network: keeping hardware fault-free, maintaining supplies and resolving issues in a timely manner
* Implementation of advised fixes in conjunction with off-site support
* Liaise with 3rd party ICT service and software providers to address networking and hardware needs
* Travel to other depots as required in order to provide in-person support, coaching and guidance; setup of equipment and networking on-site (must hold a full UK Driving License and have access to a vehicle, current mileage rates apply for reimbursement)
* Assist the Management Team in developing and delivering timely, accurate and meaningful management reports using our ICT software
* Assist in the development and keep up to date the Company’s ICT policies including risk strategy and implement any associated staff training requirements
* Work closely with the IT Manager and wider Management Team to identify business performance infrastructure requirements and assisting with the continually development of the ICT strategy
* Build and maintain strong relationships with the IT suppliers
* Document the existing ICT infrastructure and make recommendations to meet the Company’s future requirements and negotiate options with the providers
* Ensure that IT activities are within the limits of applicable laws, codes of practise and regulation
* Ensure that all user access requests and authorisations are kept up to date
* Assist in the management and maintenance of the company’s mobile phones, IT hardware, photocopiers and landline phone systems
* Ensure all IT hardware and equipment issued is recorded in the asset register and kept up to date
* Assist the IT Manager with the preparation of the quarterly board reports
* Deputise for the IT Manager in their absence
* Some flexibility with hours will be required due to business needs
* Utilize Visual Basic (VB) for software development particularly with Excel
* Integrate SQL databases with other systems and applications for management reporting

**Skills (Essential):**

* Level 4, (level 5 desirable) or equivalent qualification in ICT, business and Project Management, or be able to demonstrate a minimum of two years’ of relevant experience and continued professional development.
* Demonstrate strong knowledge and experience of various software programmes, including but not limited to Office 365, including Microsoft Teams, Sharepoint, Onedrive, high level Excel skills (advanced formulas) and telephony systems
* Strong Visual Basic (VB) programming / macro skills essential
* Certification in SQL, VB, C#, Cloud Platforms or Database Services beneficial
* Able to grasp concepts and think creatively and to identify areas for improvements
* Possess excellent planning and organisation skills with an eye for detail
* Strong communicator with the ability to influence at all levels, developing sustainable internal & external relationships providing excellent customer service
* Trustworthy with a high work ethic, efficient, with high productivity
* Ability to analyse information