

Job Vacancy: **IT Support Officer**

About us:

Advanced Ltd have been designing and manufacturing life-saving products for over 20 years, protecting iconic buildings across the globe and the people within. Our team members are passionate, driven and up for a challenge.

We are a wholly owned subsidiary of Halma plc, a FTSE 100 listed company. Halma is “a market leader in specialist safety, health and environmental technologies” and has a purpose of ‘Growing a safer, cleaner, healthier future for everyone, every day’.

Our team members are passionate, driven and up for a challenge. If you have ambition to make a difference, then please read on.

Key responsibilities:

- Providing first line support to our staff (via email, Teams, phone and face-to-face) to resolve incidents and fulfil service requests.
- Managing a number of open tickets appropriately to reflect priorities and meet customer expectations – triaging and escalating to other members of the IT team or suppliers as necessary.
- Proactive maintenance and monitoring of our infrastructure, systems and devices to maintain accurate records, prevent issues and ensure Advanced is protected against cyber attacks.
- Supporting the implementation of projects and initiatives – for example, undertaking testing and developing user training and documentation.

Skills and knowledge required:

- An understanding of technology, underpinned with an appropriate qualification.
- Experience providing first line support to users including M365 and desktop support.
- Customer service skills and experience with commitment to excellent service delivery.
- Ability to plan and prioritise.
- Self-starter and keen to learn.
- Good organisational skills.
- An awareness of cyber security threats.
- An understanding of the Microsoft 365 suite of applications.
- Good written and verbal communication skills and the ability to support staff.
- Willingness to support the IT team as required.
- Methodical approach and attention to detail.

Must haves:

- Experience providing first line support to users including M365 and desktop support.
- Level 3 relevant qualification (A Level, T Level, BTEC, advanced apprenticeship or equivalent) or higher.
- Other qualifications considered if you have relevant experience and appropriate skills.

Trainable on the job:

- How to use our ticketing system.
- Technical detail on how to respond to incidents and service requests at first point of contact.
- Knowledge of our specific ERP and other systems.
- Technical detail on tools used for proactive maintenance and monitoring.

Job location:

- The Bridges, Balliol Business Park, Newcastle Upon Tyne NE12 8EW
- Hybrid working

To Apply

If you're excited by this opportunity, we'd love to hear from you! Please tell us about

yourself by uploading your CV: https://halma.wd3.myworkdayjobs.com/en-US/Halma/job/Advanced-Newcastle/IT-Support-Officer_JR25_000611?hiringCompany=75705bdd576d10010b948371c5560000