

progeny

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| Job Title: IT Support Engineer | Reports to: IT Manager |
| Salary Band: Competitive | Location: Leeds |

Job Purpose

As an IT Support Engineer, you'll be responsible for maintaining the company's IT network, servers and security systems. Also, provide general hardware and software support to Employees of the Progeny Group.

Responsibilities & Accountabilities

- Serve as a point of contact for Progeny employees seeking technical assistance over the phone or in person.
- Undertake analysis, diagnosis and resolution of problems which may range from straightforward to more complicated technical issues.
- To configure and install new IT equipment and software.
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.

Person Specification

- Strong communication skills
- Hands on experience of installing IT hardware and software
- Good organisational and time management skills.
- MS suite 7 + 10.
- Familiarity with the MS Office suite.
- MS Server 2012 + beyond.
- Knowledge of Networking including AD/DNS + Group Policy.
- Knowledge of MS 365, Sharepoint & Azure.
- The ability to travel and work in different offices as required.

Benefits

- Competitive salary and bonus scheme
- 25 days annual leave in addition to bank holidays.
- Group Pension Scheme and Private Health Care Scheme.
- Life Assurance Scheme.

**This job advert isn't exhaustive and a detailed role profile is available upon request*