Plant IT Helpdesk Analyst

Workplace: RM10 9QS, Dagenham

Apply online!

What to expect:

Bertrandt is an independent and international development service provider with long years of automotive expertise. With cross-industry know-how and a holistic understanding of systems and products, we create technological solutions at any stage of the product development process. We deal with a focus on hot topics such as digitalization, e-mobility and autonomous systems, mainly for the automotive, aerospace and mechanical engineering sectors, and consistently facilitate the development of tailored solutions in these areas. Our goal: to accelerate technological progress and make a relevant contribution to a sustainable future. We work on this every day – with around 14,000 employees at more than 50 sites worldwide.

We are supporting various customers worldwide in automotive engineering.

We are recruiting for a Plant IT Helpdesk Analyst for our UK customer.

Objectives

Engine Plant's IT Team is responsible for:

- Providing the Manufacturing facility with operational support for all IT Applications / Infrastructure across

What you bring along:

Skills required:

IT Helpdesk Analyst

Experience required:

1-3 years in a corporate IT department providing end user support across a wide range of environments

Education required:

Educated at least to HNC level in an IT-related subject

Education preferred:

HND or degree level in an IT-related subject preferred

Additional information:

- Three-shift : Earlies, Lates and Nights in weekly rotation
- Flexibility: Willingness to work flexibly to meet the demands of the Plant
- Self-Starter: Able to operate autonomously on some tasks to deliver
- Customer Focus: The candidate will be expected to interface with Plant based customers on a regular basis
- Attention to detail. Inventory and procedural work

the plant

- The delivery of specific IT projects within the Plant (new applications, new infrastructure, new hardware etc)
- Supporting the IT element of new model launches
- Providing a single point of contact for the plant for all IT issues and interfacing with Central IT
- Ensuring IT Policy is adhered to across the plant

Specifically, this Helpdesk Analyst vacancy covers:

Provide first level Help Desk support across the plant

- Responding to phone calls to the Helpdesk
- Administrative tasks (e.g. resetting passwords, setting up accounts, modifying access levels)
- Resolving software issues (remotely if possible)
- Resolving hardware issues
- Logging hardware errors in-line with our existing maintenance contracts
- Installation of application software on clients

- Carrying out start of shift checks
- Running back-up services and storing tapes
- Carrying out departmental maintenance standards actions
- Assist in creating, updating and reviewing Single Point Lessons
- Testing network and telephone sockets and equipment data transfers
- Following local and corporate Change Control processes
- Moving / Installing IT hardware
- Setting up conference facilities as and when required
- Maintaining an accurate IT stores inventory
- Assisting IT Engineers on an "as and when required" basis
- Providing hand-over communications / reports as required
- Escalating emergency issues outside the plant when required.

Position is confirmed inside IR35. Successful candidates need to be eligible to work in the UK.

will require a close attention to detail, an ability to follow detailed, sequenced instructions and procedures.

- Continuous Improvement Mindset: As the candidate identifies improvements to operational activities, they should feel comfortable making suggestions to improve these practices to their manager and setting out improvements

This is a 3-month contract

What we offer: An interesting and varied role with an expanding international company, recognised for its industry expertise, company culture supporting teamwork and creativity.
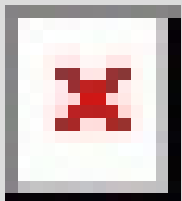
Contact:

Heidi Williams
Tel.: 01268564300
www.bertrandt.com/en/career

Share: