JD000 – IT Support Administrator

What does Sil-Mid do?

Sil-Mid is a specialist supplier of adhesives, sealants, lubricants and other specialist products into a large customer base primarily working in Aerospace and Aviation. Our business serves over 6000 customers in 100 countries and lists over 9,000 products. We operate the highest levels of quality and service and maintain 5-star ratings from our customers.

Job brief

Silmid is a systems driven business that requires solid and functional IT to deliver on the service requirements of our customers. The business is heavily oriented to supporting growth through online sales and is dedicated to maintaining a stable and robust suite of hardware and software to support the business objectives. The IT Support will maintain the computer networks, providing technical front-line support to ensure the IT hardware and software runs smoothly.

What does an IT Support do?

The primary focus of the role will be providing high quality, responsive, customer focused, 1st line IT Service and Support to users. The IT support will carry out installation and replacement of desktops when required, diagnosing, and resolving any hardware issues in a timely manner and monitoring the IT Ticketing system taking ownership of tickets through to resolution. The IT support will also work alongside the E-Commerce team to ensure the website is functioning correctly, resolving any bugs or issues in a timely manner to maximise user experience.

Responsibilities

1) IT Support:

- Diagnosing device and software related issues
- Providing onsite and remote support to deliver solutions
- Provide first line IT hardware support for all users
- Management of the IT Ticketing system, taking ownership of tickets through to resolution, escalating when required
- Complete logs of supports on tickets or personal/team log files for review and team meetings
- Configuring new devices to be setup for purpose
- Provide overall support to stakeholders for network, software, hardware, servers and devices to ensure optimal uptime of all IT services
- Liase where necessary with IT suppliers to ensure continuity of service/introduce new hardware/services

2) Website Admin Support:

- Support Internal Sales with online issues
- Support Ecommerce in ensuring the web is 'always on' functioning accordance to requirements
- Support Ecommerce team to resolve issues or bugs
- Supporting Ecommerce with testing on development projects
- Supporting maintenance of Ecommerce Catalogue

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Person Specification

	ESSENTIAL	DESIRABLE	Method of Assessment
Training & Qualifications	GCSE or equivalent in English and Maths Computer literate in IT Skills, Outlook Office, email, and phone systems Full clean driving license.	NVQ qualification or similar BA/BS degree (preferably in business administration or similar subject area) or relevant customer success experience.	Application Form/ Interview
Experience	Strong IT support skills with a knowledge in Windows OS/NOS/Servers and Microsoft programs Office 365 set up, admin & troubleshooting experience Extended Network and IT Infrastructure knowledge Strong understanding of web technologies, SEO & site analytics Experience of working collaboratively with others to achieve success. Experience of customer liaison to bring about customer satisfaction.	Experience with SQL query writing/ SSRS Visual Studio report writing Active Directory/Azure administration	Application Form
Skills & Abilities	Ability to develop and maintain relationships with internal and external stakeholders Excellent organizational skills Excellent problem-solving skills, and ability to get things done. Dedication to supplying excellent customer service		Probation

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	A flexible approach to changing priorities Flexibility to occasionally work out of hours when required Ability to work under pressure and to deadlines Ability to prioritise workload Good verbal and written communication skills Excellent telephone manner/skills Ability to quickly learn and understand various systems, processes, and procedures Ability to work accurately Ability to work as part of a team and on own initiative.		
Personal Attributes	Passion for technology and for being a part of a growing online company Good Team Player and enthusiastic Demonstrate positive attitude Commitment to team and customers Punctual and professional Continuous improvement mentality Empathy towards the customer & the customer's needs	Flexibility and willingness to work beyond for customer.	Probation

Silmid Values

Innovative
- We expect you to suggest innovative SOLUTIONS to improve your individual work process
- We expect you to welcome and appreciate CHANGE as a positive move to growth.
- We expect you to engage positively to our DIGITAL systems.

Commitment to Customers
- We expect our customers to be SURPRISED and DELIGHTED

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- We expect CUSTOMER SATISFACTION to be the upmost priority
- We expect enthusiastic, engaging and POSTIVIE customer service with all internal or external stakeholders

Quality

- We expect an EXCELLENT quality of service to be delivered at all times
- We expect ZERO DEFECT
- We expect to deliver to SOURCE OF TRUTH

Professional

- We expect you to be professional in how you CONDUCT yourself and adhere to our policies
- We expect professional STANDARDS of dress and housekeeping
- We expect professional BEHAVIOUR to all colleagues , customers and suppliers when representing SilMid

Reviewed Date:		*JD0000 IT Support*	
Manager		Employee	
Sign		Sign	