

IT Support Technician

ILG has grown from a small, ambitious company providing warehousing and delivery services out of one warehouse in Sussex to one of the UK's leading 3PL providers in the sector in which it operates.

Our warehousing operation provides our clients with specialist outsourced order fulfilment and delivery services to retailers and consumers at home. Providing high-quality warehousing, order management, rework, product personalisation and stock control to prestige brands in sectors including, Health & Wellbeing, Technology, Luxury & Fast Fashion, Beauty, Skin Care, Hair Care & Cosmetics.

Our delivery business provides local and national clients from all sectors with personal customer care and access to a wide range of global parcel and freight carriers at below market pricing. We also provide a single technology platform to produce shipping documentation and a shipment tracking capability for multiple domestic and global parcel carriers.

In 2018 we became part of Yusen Logistics (YL), which has strengthened our freight forwarding service offering by air, road and ocean to add to our established global parcel delivery services. Demand for our services is at an all-time high resulting in significant investment in our ambitious growth strategy with Warehouses across the South East, Midlands and extending into mainland Europe.

Reporting into IT Support Team Leader, you will be responsible for providing 1st line IT support to internal business users, and external clients.

Main Responsibilities:

- Internal (ILG) and external (client facing) 1st line IT support
- System administration, maintenance and support for deployed business facing applications, including (but not limited to):
 - MS Office 365, Warehouse Management Systems (SNAPfulfil) and Carrier Management Systems (Netcourier)
- System administration, maintenance and support for back-office systems, e.g. Active Directory
- On-site hardware support, including (but not limited to):
 - Telephony, Video Conferencing, Printers, PC's, Switches, routers, Wireless Access Points, smartphones and handheld scanners
- Build, configure and deploy new hardware, e.g. laptops and workstations
- Hands on investigation and completion of assigned Service Requests, Incidents, Problems and Change requests within agreed Service level targets
- Remote support and troubleshooting
- Provide solutions and/or work arounds to incidents and problems
- Supports internal projects, as assigned
- Participate in the out of hours on-call support rota

- Supports the IT Support Team Leader as required
- Maintain good working relationship with internal / external stakeholders and 3rd party IT service providers
- Escalation of support issues, to IT colleagues and/or external IT service providers

Selection Criteria:

- IT support / helpdesk experience (desirable)
- ITIL foundation certification (desirable)
- IT support and problem-solving experience, across a range of technologies and solutions
- Experience using and/or supporting Warehouse Management Systems and Carrier Management Systems (desirable)
- Hands on experience supporting, building and configuring Microsoft Windows based PCs, including Active Directory and MS O365
- Experience using IT Service Management / Helpdesk ticketing solutions (desirable)
- SQL writing experience (desirable)
- Advanced Excel skills (data manipulation, working with CSV files and macros)
- Excellent communication skills
- Excellent problem-solving skills
- Comfortable working in high pressure situations
- Teamwork and collaboration skills
- Customer focussed, can-do attitude
- Good knowledge of business processes within 3PL / Logistics sector (desirable)
- This role requires you to be part of an on-call rota providing out of hours support, in line with business needs
- The role requires you to be able to travel to ILG's sites in line with business needs, and in-line with the ILG's home-working policy