



Together,
we are a team

Junior Support Technician

An Introduction to **Tobermore**

Tobermore is a leading paving and walling manufacturer in UK & Ireland, who have grown from a small family run aggregate firm, to a £85 million business with a team of over 460 people, supplying products across the UK and Ireland.

We have helped transform some of the most iconic landmarks such as the *Olympic Way* and the *Wembley Stadium* in the UK and the stunning *Rossharbour Resort* in Fermanagh, NI.

Tobermore is a great Company because of its great people. This is a first class opportunity to join an Award Winning Market Leader with an outstanding people focused culture. Achieving £85 million sales in 2021/22 and positioned number 24 in the **NI Belfast Telegraph Top 100 Companies 2022**, your future is in good hands. Working alongside forward thinking business professionals throughout the business and receiving continuous learning and support, start your Tobermore career today.



Junior Support Technician

Division

I.T

Reports To:

I.T Manager

Location:

Tobermore

Job Summary

To play a key role within the IT department in delivering an efficient and effective service.

- Maintain fleet of Multi-Function Devices and Desktop Printers whilst updating Consumables Inventory;
- Daily Air Con & CCTV Maintenance Inspection;
- Preparation of yard tour equipment (as necessary)
- Maintain and keep an updated inventory of all IT supplies – report back to IT Manager to order as required
- Preparation, Installation and Deployment of all new IT equipment
- Setup and Installation of all users across all corporate software platforms
- Implement Scheduled Maintenance with all employees locally and remotely
- Provide effective IT Support to all users across the business.
- Supporting Windows 10
- Maintain and ensure all IT administration is up to date including address books, mobile numbers, org charts, etc
- Complete GDPR IT related duties
- Replace any IT devices as required by Senior IT
- Maintain a tidy and organised IT Office & Server Room
- Act in a confidential and trustworthy manner at all times.
- Communicate any problems, uncertainties or training issues to your manager immediately.
- Deal with users in a courteous, professional and efficient manner at all times.
- Any other duties as required by your Manager and as deemed within your competence.

This job description is not exhaustive and serves only to highlight the main requirement of the post holder. The job description will be reviewed regularly and may be subject to change.

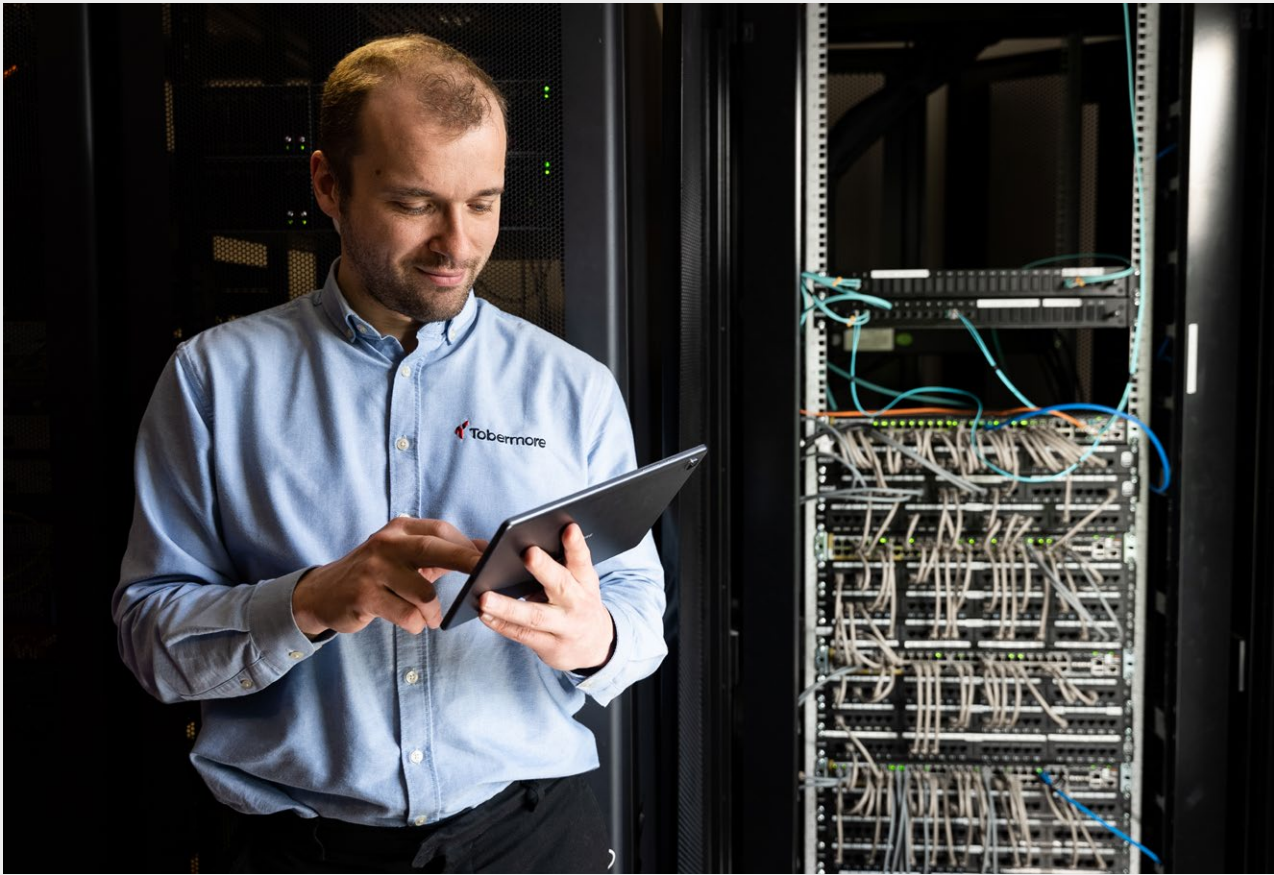
Requirements

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">▪ 5 GCSE's including English & Maths A – C.▪ Third level qualification in IT related degree	<ul style="list-style-type: none">▪ A Levels / Degree qualified.▪ A qualification or training in customer service.
Experience	<ul style="list-style-type: none">▪ Minimum 1 years' relevant experience working within a busy IT Support Department (can include work placement)	<ul style="list-style-type: none">▪ 2+ years' relevant experience working within a busy IT Support Department▪ Office 365 administration.
Knowledge, Skills and Competencies	<ul style="list-style-type: none">▪ Knowledge of networked computer systems.▪ Computer problem solving, maintenance & remote support▪ Proficient in the use of MS Office.▪ Trustworthy.▪ High attention to detail.▪ Adaptable to changing priorities.▪ Strong multi-tasking, organisational and time management skills.▪ Self-motivated.▪ Ability to work as part of a team and independently.▪ Great communication, patience and interpersonal skills.	<ul style="list-style-type: none">▪ Cloud based telephony system.▪ Management of fleet of Multi-function Devices
Physical Circumstances		<ul style="list-style-type: none">▪ Full and clean driving license

Training

A comprehensive 6-8 week Training Program will be provided, covering all aspects of our business, including:






















- **Health and Safety Induction**
- **HR Induction**
- **Cyber Security**
- **Software Training**
- **Network Training**
- **Ipad system Training**
- **Phone system Training**
- **Laptops system Training Outlook**
- **Camera Software**
- **MicroSoft Teams**
- **Overview of IT in all Departments**
- **Introduction to NAV**



Benefits of working for Tobermore



We offer a host of rewards and benefits to enjoy including;

- | | |
|---|--|
|  Competitive Salaries
The salary for this role is negotiable depending on experience. |  Connected Employee Well-being App
BHSF Connect Well-being Employee App – 24/7 Employee Support |
|  Bonus
A bonus scheme is included in the remuneration package for this post. |  Payroll Giving Employer |
|  Pension
You will be eligible to join the organisation's contributory pension scheme |  Long term career prospects
Growing and financially stable family business. |
|  Annual leave
Your annual leave entitlement will be 30 days. Annual leave entitlement increases with service. |  First class working environment
Newly refurbished & enhanced headquarters building. |
|  Holiday Purchase Scheme
We have a holiday purchase scheme available for all employees. |  Complimentary Employee Events |
|  Being part of an Award Winning Company
'One to Watch' for Successful Workplace Engagement, won the European Foundation for Quality Management (EFQM) Business Excellence Award. |  Length of Service Awards |
|  Listed as Top 100 Company NI
Belfast Telegraph. |  Very strong emphasis on training
(internal & external), mentoring & development. |
|  Opportunity for Flexible Work Life Balance |  Online Learning System |
|  Corporate Social Responsibilities Employer |  Excellent workplace culture & team approach |
|  Company Branded Clothing |  Company contribution to Employee Eye care costs |
| |  Fresh Tea, Coffee
Fruit & Selection of bread at HQ |

Testimonials



Warren Mitchell
IT Manager

“Tobermore is a very forward thinking company willing to invest in the correct technology to put the business ahead. A great atmosphere is created by the experienced management Team and the camaraderie among the staff. The IT department is a very focused operation with excellent communication being one of the key strengths to produce an excellent support service to all users.”

“I have found my time at Tobermore extremely rewarding. They have given me experience in many new technologies and have helped me to enhance my IT skills. The team and management always go the extra mile for all staff making Tobermore a great place to work.”



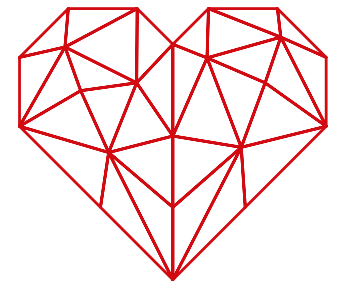
Ben Simpson
IT Systems Engineer Testimonial



Heart

Humility, Excellence, Adaptability, Reliability, Team

WE RECRUIT
PEOPLE WHO
SHARE OUR
VALUES



HUMILITY

People

- We act with strong moral principles demonstrating integrity, sincerity & truthfulness.
- We will say what needs to be said, not simply what you want to hear.
- 'We' over 'I' always.

Customers

- We believe customers are the most important judge of the quality of our products and processes.
- We will listen to our customers, deliver on our promises and be honest.
- We develop great products and great services by focusing on what our customers want & need.

EXCELLENCE

People

- We embrace, encourage and engage in continuous improvement and continuous learning.
- We are driven to be the best in everything we do.
- We strive to deliver great results.

Customers

- Providing customer service excellence is at the forefront of our thinking.
- We focus on building relationships designed to maximise customers product & service experience.

ADAPTABILITY

People

- We are innovative and work smart.
- We are always prepared, organised and motivated to take on new challenges.
- We are receptive and are open to new ideas and change.

Customers

- Continuous improvement is driven from our customer feedback.
- Our team often adapt to meet customer needs.

RELIABILITY

People & Customers

- We always deliver on our commitments.

TEAM

People

- Many of us are more capable than some of us... but none of us are as capable as all of us!
- We celebrate accomplishments as a team.
- We are all brand ambassadors.

Customers

- Our teams all work together, delivering you a world-class service.
- We can guarantee you the best team will be working on your project.

A Snapshot of Life at Tobermore



Mission Christmas, Cash for Kids Charity Event



Belfast City Marathon 2022



Tobermore's 80th Anniversary Celebrations



Tobermore's 80 Anniversary Celebrations



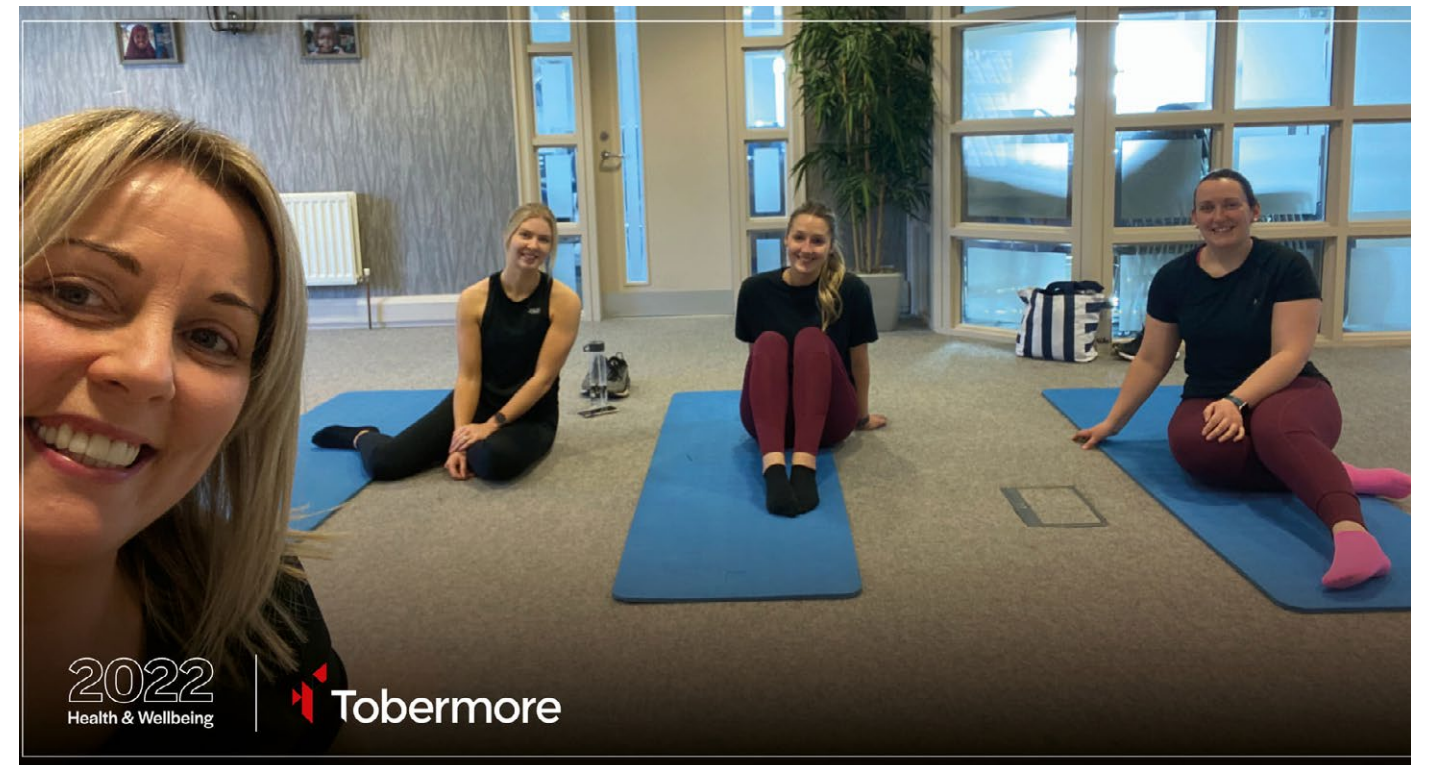
Action Mental Health, Charity Event



Dry January Challenge, Health & Well-being



Christmas Jumper Day



Pilates Class, Health & Well-being

Join An Employer Who Cares

Tobermore Is Committed To Looking After The Environment Around Us

We care about our impact on the global environment, so we invest in a robust programme of continuous environmental improvement with a dedicated sustainability committee.



Energy

We are reducing our carbon footprint by hundreds of tonnes each year by investing in the production of our own clean energy output from solar panels and a 250kw wind turbine.



Waste

We have reduced our waste to landfill to zero through a process of continual improvement in production efficiency and the 100% recycling of manufacturing residue.



Transport

We maximise transport efficiency, through our “on time and in full” policy. All loads are despatched from a single site and vehicle use is optimised through back loading.



Water

We recycle 100% of the water used in our manufacturing process and manage our use of this precious resource by investing in systems to harvest rainwater.



Recycled Packaging

Our 100% recyclable polyethylene packaging contains 30% recycled material. By using recycled material, we have decreased waste and reduced our packaging-related carbon footprint by 20%.



Environmental Product Declarations (EPDs)

As part of Tobermore’s ongoing commitment to sustainability, we have published a library of Environmental Product Declarations (EPDs).

HAVE ANY QUERIES? GET IN TOUCH WITH THE HR TEAM



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