

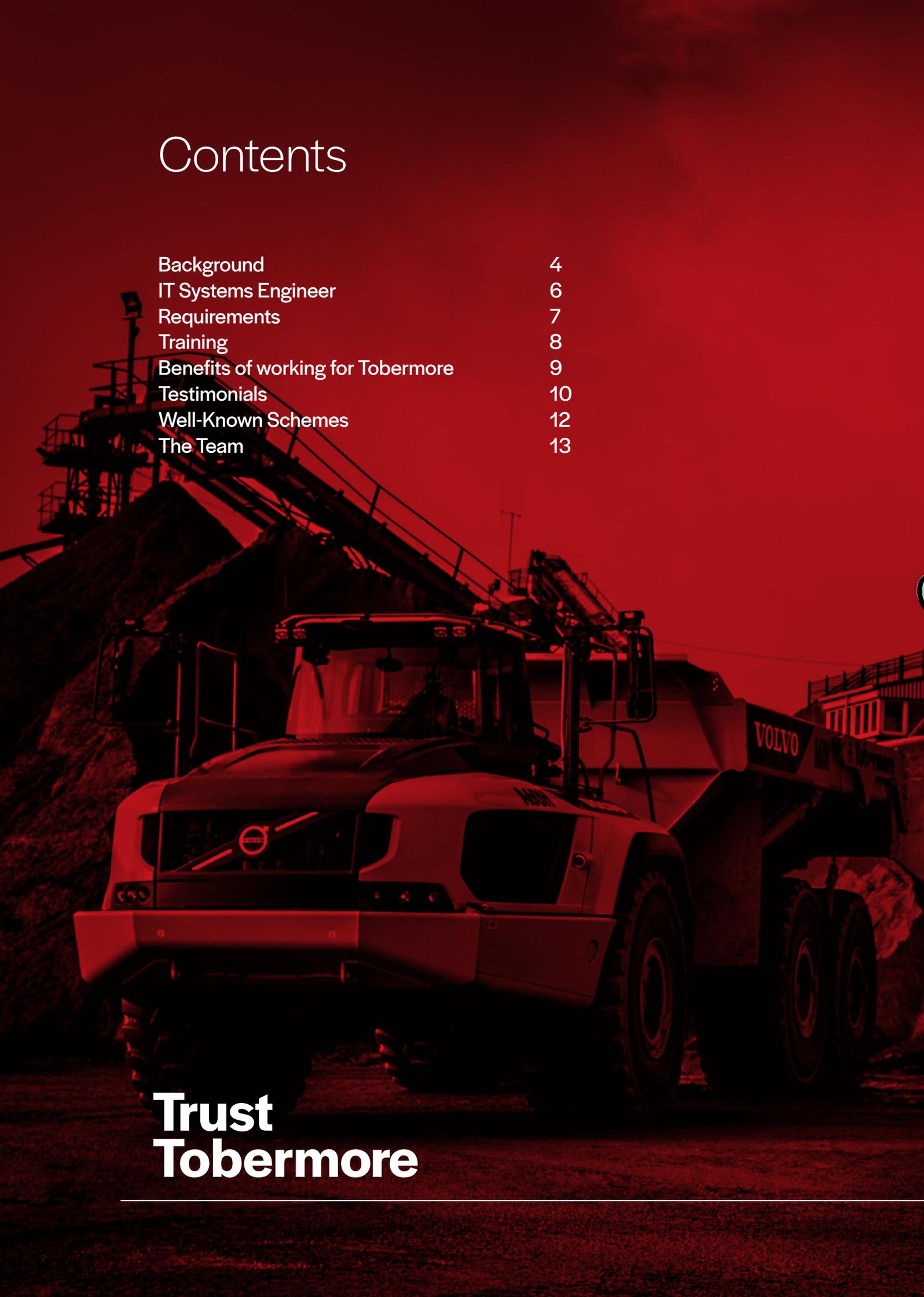


Together,  
we are a team

IT Systems Engineer

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**Trust  
Tobermore**

 Tobermore



# 75 Years & counting

## Background

Tobermore is a European Quality Award winning company. We are a UK based paving and walling manufacturer specialising in the supply of world class landscaping materials including block paving, paving flags, kerbs, edging and walling products for both the domestic and commercial markets throughout the UK and Ireland.



### Our customer service

Our approach to customers provides reassurance and confidence that we listen to their needs, which makes us the supplier of choice. Tobermore seek to build lasting relationships with our customers by surpassing their expectations in quality and service. We believe in conducting our business in a manner, which achieves sustainable growth whilst maintaining a high degree of integrity, trust, honesty and teamwork.

### Our business processes

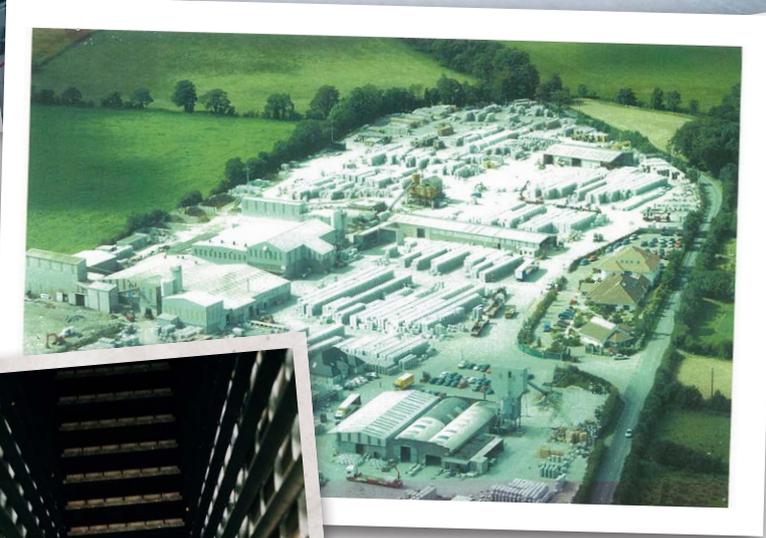
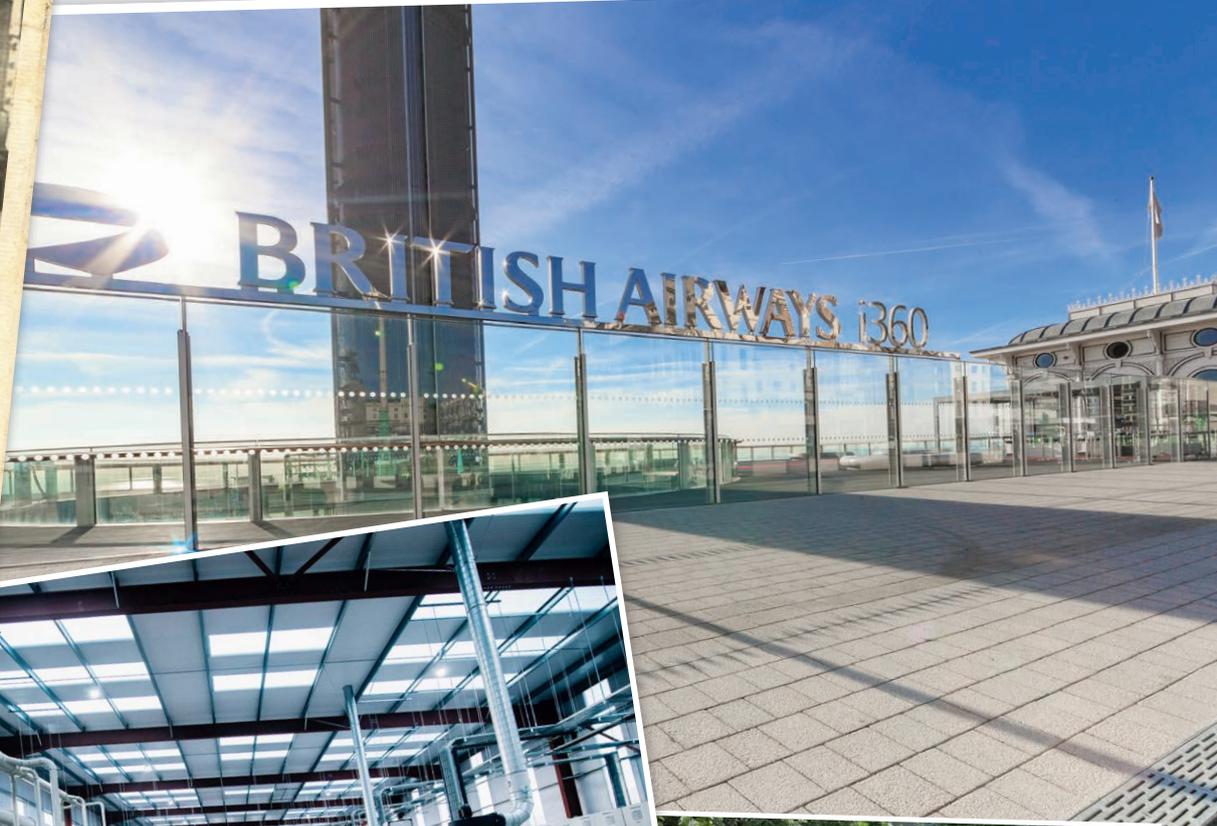
We make it easy for customers to do business with us. We have put the correct processes in place so customers find it easy to deal with us and get the products and information they require faster than our competitors.

### Our products

We provide our customers with a market leading choice of products to suit all project requirements. Our product quality throughout the years continually meets and surpasses customer expectations. Tobermore has received many other accolades to further support the company ethos of excellent customer service whilst providing high quality products. Tobermore is also an accredited ISO14001 and ISO9001 company.

### Our people

Our people are the backbone to our company. They understand the importance of customer relationships. People buy from people. Our success is a testament to how customers appreciate our staff that have been trained and developed to deal professionally with all customer requirements.



# IT Systems Engineer

## Division

IT Systems Engineer

## 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 by supporting daily operations of the business, providing IT hardware and software support, resolving IT issues, development and improvement of IT infrastructures.

- Provide effective 1st/2nd line IT system support for Stores and Head Office - Hardware & Software
- Liaising with 3rd party support teams to resolve IT issues
- Preparation, Installation and Deployment of all new IT user/PC set ups
- Basic server administration
- Office 365 administration
- Troubleshooting and logging calls for hardware and software issues for Laptops, PCs, Printers and Scanners
- Maintain various systems within the Company
- Remote Support to all users
- Provide user training to end users on new and existing software
- Implement Scheduled Maintenance with all employees locally and remotely.
- Supporting Windows 10, Windows 2012, 2016 & 2019
- Supporting backup and recovery systems including Veeam and Azure File Sync
- Complete GDPR IT related duties
- Ensure security of company information systems, both Physical and electronic
- 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
- 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
- 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
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>5 GCSE's including English &amp; Maths A – C.</li> <li>BSC in Computer Science, Information Technology or similar degree</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Minimum 2 years experience working in a similar IT Systems/ Support role</li> <li>Demonstrable experience supporting Windows Server, Active Directory, O365 and MS Exchange</li> </ul>	<ul style="list-style-type: none"> <li>TCP/IP, LAN/WAN and wireless infrastructure.</li> <li>Experience of supporting across multiple sites</li> </ul>
<b>Knowledge, Skills and Competencies</b>	<ul style="list-style-type: none"> <li>Working knowledge of networked computer systems.</li> <li>Computer problem solving, maintenance &amp; remote support</li> <li>Proficient in the use of MS Office.</li> <li>Professional</li> <li>Trustworthy.</li> <li>High attention to detail.</li> <li>High degree of initiative</li> <li>Adaptable to changing priorities.</li> <li>Confident dealing with end-users</li> <li>Strong multi-tasking, organisational and time management skills</li> <li>Self-motivated.</li> <li>Ability to work as part of a team and independently.</li> <li>Excellent communication, patience and interpersonal skills.</li> </ul>	<ul style="list-style-type: none"> <li>Cloud based telephony system.</li> <li>Management of fleet of Multi-function Devices</li> </ul>
<b>Physical Circumstances</b>		<ul style="list-style-type: none"> <li>Full and clean driving license</li> </ul>

# 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



## Remuneration

The salary for this role is negotiable depending on experience.

## Bonus

A bonus scheme is included in the remuneration package for this post.

## Pension

You will be eligible to join the organisation's contributory pension scheme

## Annual leave

Your annual leave entitlement will be 30 days. Annual leave entitlement increases with service.

## Holiday Purchase Scheme

We have a holiday purchase scheme available for all employees.

## Additional benefits

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.

Payroll Giving Employer.

Long term career prospects within a growing and financially stable family business.

First class working environment, newly refurbished and enhanced headquarters building.

Complimentary Employee Events.

Length of Service Awards.

Structured induction and probation period. Participation in charity fundraising events.

Very strong emphasis on training (internal and external), mentoring and development.

Excellent workplace culture and team approach.



# 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.*”

“*Tobermore has given me the opportunity to work with many new technologies and I have gained vast experience across all areas of IT over the last two years. There is a strong emphasis across the business on continuous personal development and many opportunities to learn new skills.*”



**Neil Badger**  
IT Administrator



bet365

# Well-Known Schemes

See more online at: [www.tobermore.co.uk/projects](http://www.tobermore.co.uk/projects)



**British Airways i360**, Brighton



**Sir Chris Hoy Velodrome**, Glasgow



**Olympic Way**, Wembley Arena, London



**Bet365 HQ**, Stoke-on-Trent, Staffordshire



**Heathrow Terminal 2**, London



**University of Hertfordshire**, Hertfordshire

# The Team





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