



Role Profile

Position:	IT Service Desk Technician
Location:	Nantwich, Cheshire (Currently remote due to covid)
Reporting to:	IT Services Desk Team Lead- EMEA

Genus PLC:

Genus is a FTSE 250 company, headquartered in the UK and listed on the London Stock Exchange. With revenues of around \$600 million, it has a workforce of approximately 3,000 employees. Genus' market capitalization is over \$2.8 billion and Genus has been one of the best performing stocks on the London Stock Exchange.

Genus is a global market leader in bovine and porcine genetic improvement. With superior animal genetics, Genus helps its customers in the dairy, beef and porcine supply chains around the world to produce offspring in their herds with greater production efficiency. For the farmer this means more milk, more meat output and higher quality overall for the same size herd. Genus' vision of "pioneering animal genetic improvement to help nourish the world" is supported by its core values to be customer-centric, results-driven, pioneering, people-focused and responsible.

Genus develops differentiated genetics, driving genetic improvement faster, distributes those genetics and shares in the value delivered. The two primary lines of business and worldwide sales are conducted under the divisional trademarks "Genus ABS" (dairy and beef genetics) and "Genus PIC" (porcine genetics). Genus strives to deliver a superior customer experience, a total "value package" comprised of elite genetics, mating and technical services, insemination and reproductive solutions.

Overview:

Based from our European Bovine Head Office in Stapeley, Cheshire and reporting to the IT Services Desk Team Lead, the **IT Service Desk Technician** is an integral part of the Global IT Service Desk team, delivering a high-quality IT support service with a focus on Europe, Middle East and Africa. Providing on-site and remote best in class IT service support. To ensure effective, timely support for key IT issues and assist in the planning, implementation and transition of global IT projects.

The Candidate

The Ideal candidate will have experience as 1st line IT support in:

- Hardware fault diagnosis and repair for laptops, desktops, printers etc.
- Desktop application support
- Mobile technology – tablets & smartphones using Android & iOS/Wi-Fi AP troubleshooting
- All Microsoft Office 365 applications
- Windows 7 / 8 / 10
- Ivanti (Landesk) Management Suite (or other desktop management and deployment tools) for laptop and desktop deployments, imaging and patching

- Remote support using TeamViewer or similar
- Exchange online/Active Directory administration
- Network technologies and methodologies (TCPIP / Cat5 cabling / Switches / DHCP / VPN)

Key Responsibilities and Experience

- Provide day to day onsite support for Stapeley Office and other remote UK locations
- Provide remote support to multiple office and field staff in 8 countries across the EMEA region
- Be available to (occasionally) travel to other sites across Europe, Africa, Russia and India
- Be proficient in using and supporting all Office 365 applications
- Have experience managing incidents and requests in a dedicated ticket management tool
- Have a 'can do' attitude in regard to our customers experience
- Have exceptional communication skills; both verbal and written are essential
- Be proactive in managing workloads and have strong organisational skills
- Have a desire for continuous improvement of own knowledge and wider IT service offerings
- Deliver against key objectives and understand, and succeed in, SLA attainment
- Develop relationships with on-site KSH's and liaise with third party suppliers
- Be great at prioritisation, organisation and display time management skills
- Have the ability to "think on your feet" and react positively to varied or difficult situations

The following would be beneficial:

- Fluency in an additional language (French, Spanish, Italian, German)
- ITIL v3+ Foundation certification (If not, Genus will work with you to complete this within your probation period, with all course materials and first exam paid for by us)
- Experience with Oracle