



Role Profile

Position:	IT Service Desk Technician
Location:	Hendersonville, Tennessee
Reporting to:	Regional IT Service Lead

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 throughout the world. 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, Genus helps its customers in the dairy, beef and porcine supply chains around the world. 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.

Overview:

Reporting to the regional IT Service Lead, the IT Service Desk Technician role is an excellent opportunity for someone seeking to gain experience in information technology support within a people centric, global business.

The ideal candidate:

Ideally you will be an experienced IT support professional with a customer focused mindset. You are experienced working in a fast-paced environment and able to "think on your feet" to react positively to varied or difficult situations.

Desired Skills/qualifications/Experience:

- Hardware fault troubleshooting and repair for laptops, desktops, printers etc.
- Desktop application support – Windows 7/8/10
- Mobile technology – tablets & smartphones using Android & iOS
- All Microsoft Office 365 applications
- 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
- Office 365 Administration, including SharePoint/Teams

The following would be beneficial:

- Experience supporting multiple sites, preferably international
- PowerShell scripting and automation
- Power Automate
- Experience with Microsoft Intune or other MDM solutions
- Experience supporting Microsoft Azure

- Knowledge of cloud-based telecom systems