

Role Profile

Rendel, an Ingérop Group company, is an international, multidisciplinary design and engineering consultancy, headquartered in London with offices in Birmingham, Bristol and Sydney, Australia. We provide client-focused engineering and technical solutions on major engineering construction projects worldwide in the infrastructure, energy and industry sectors, and working with contractors, international monetary funds and developers.

We are involved in schemes at all stages of the life cycle including development; planning; detailed design; independent design checking; value engineering; technical advisory; and construction supervision services. Rendel's origins date back to 1838, making us one of the oldest civil engineering consultants in the UK.

We are proud of our global track record, providing technical solutions for many complex infrastructure, energy and industry projects. Our experience includes bridges, ground engineering, highways, ports, industry, energy, rail systems and tunnels. Current major projects include HS2 rail and Hinkley Point C nuclear power station in the UK; Padma Bridge in Bangladesh; the Kampala-Jinja Expressway in Uganda; Hay Point Coal Terminal Berth 2 in Australia; and the Port of Abidjan in Côte d'Ivoire.

JOB TITLE	IT Support Assistant
LOCATION	London (with some travel to other Rendel, Client and site offices)
JOB DESCRIPTION	
DUTIES AND RESPONSIBILITIES	
<p>Working in a small team, you will be given responsibility to resolve first line support issues for our team of Civil Engineers and Administration Support, in a small, friendly office environment. Following a period of growth, we now have more than 180 users to support. This varied and hands on role will involve supporting our regional offices in the UK well as staff in Client offices. This may involve occasional visits to our regional and site offices to ensure our teams are able to work effectively and efficiently. This position requires a high level of professionalism while performing daily support tasks. Your duties and responsibilities will include:</p> <ul style="list-style-type: none"> ▪ Provide first line support for IT users across all Rendel offices and sites (in person and remotely), including diagnosis support and assistance to individual users of desktops, laptops, mobile devices, printers and peripheral equipment ▪ Building and imaging new computers for deployment ▪ Installation/updating of technical software ▪ Aid with new joiner and leaver IT process, including providing IT Inductions and acting as first point of contact ▪ Working with file systems to manage, archive and copy data ▪ Assisting with recovery of data ▪ Assist with backups, cleaning and reconfiguring of returned PCs and laptops ▪ Provide support for in house presentations, video conferences and telephone conferences ▪ Ensuring that requests and issues raised are dealt with in a timely manner using IT Support Ticketing System ▪ Escalate issues or concerns to the IT Manager as necessary and in a timely manner ▪ Ensuring implementation and adherence to Company procedures in the management, delivery and administration of IT services ▪ Observe and maintain Company Health and Safety Policy across all activities ▪ Undertake other reasonable duties as requested by the IT Manager 	

PERSON SPECIFICATION

KEY EXPERIENCE AND QUALIFICATIONS

- Substantial experience of providing first line, hands on IT support in person, on the phone, using TeamViewer and Teams for Business
- Fault investigation and diagnosis
- Basic hardware testing and maintenance
- Configuration, upgrade and support of software & hardware: desktops, notebooks, printers
- Using Acronis Imaging Software
- Amending/setting up file/folder security
- Working knowledge of Microsoft Teams in a support environment
- Required Systems Knowledge/Experience:
 - Office 365 (including Teams, One Drive and Skype for business)
 - Windows 10 (eventually moving to Windows 11)
- Knowledge of the following would be advantageous:
 - Fortigate VPN & Firewalls
 - Wireless networking

COMPETENCIES

- **Technical:** Problem-solving abilities; highly results orientated
- **Communication:** Excellent communication and interpersonal skills; able to explain technical issues to users in a non-technical manner and keep written records for own self development
- **Critical Thinking:** Able to assess and prioritise work and work under pressure to ensure deadlines are met whilst maintaining quality and accuracy
- **Team:** Strong team working approach, working closely with the IT and administrative support team to provide efficient and effective IT support to all users

PERSONAL STYLE AND BEHAVIOUR

- Self-motivated and committed, with a high degree of integrity
- A team player who seeks to positively contribute to the team with a collaborative attitude
- Convincing in terms of a capacity to translate objectives into effective practical steps
- Able to perform effectively within changing environments; demonstrates willingness and flexibility of availability to meet business needs