

Group IT Service Desk Administrator

TR Fastenings Ltd specialise in distributing and manufacturing standard and specialist industrial fasteners. Through our global operations, TR employs over 1,200 highly skilled and experienced people. Every colleague around the world is a valued member of the TR family who on a daily basis work together to deliver a high quality service for all our customers.

We are looking for a Service Desk Administrator to join the Group IT Team at Bellbrook Park.

The Role

Reporting to the Global Service Desk Manager your role will be to provide administration and co-ordination support to the Group IT department. This role will also be responsible for supporting the Service Desk Team, being the first point of contact for the Service Desk.

As a member of the team you will contribute to the successful development of the Service Desk and ultimately the Group IT department.

Key tasks include:

- Assisting the Group IT management team and their respective teams in providing coordination support and administrative duties
- Supporting Global Service Desk Manager in processes to support quality and timely resolution of support tickets
- Supporting the Service Desk Team with the logging and processing of support tickets
- Supporting Group IT with Data entry and all administration duties, to include, booking travel, invoice processing, order placing, arranging meetings, refreshments, credit card statements.

Working hours are 37.5 hours per week, Monday to Friday.

The Candidate

The ideal candidate will have experience of working within an administrative role and will have a good standard of numeracy and literacy. A good working knowledge of diary management and experience in the use of Microsoft Office products is essential.

The successful candidate needs to have excellent communication skills together and be able to communicate at all levels. Being a good all-round team player is a must as is the ability to work to deadlines and think on your feet. A proactive approach to work is essential with excellent organisational skills and a methodical approach, with the ability to be able to multitask and cope well under pressure with great attention to detail.

To Apply

If you are interested in this role or know of someone who might be, please contact Lydia Ball on 01825 747323 or email your CV to careers@trifast.com.

