

Role Profile

Position

IT Service Desk Administrator

Reporting to

IT Customer Service Manager

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- At Magna, we're committed to helping you grow in your career. We offer training and development opportunities, and our learning and development team will support you with this.
- We provide a comprehensive benefits package to support your wellbeing, which includes a generous pension scheme, health care cash plan, wellbeing portal, employee assistance programme, access to Credit Union facilities and our Colleague Voice employee group. These resources are designed to support both your mental and physical health.
- We actively support our local communities and encourage colleague involvement by offering one paid day per year for volunteering activities alongside.
- You'll also receive company sick pay and a competitive annual leave entitlement, which increases over the first five years.

What you are known for

- To have knowledge in the use of Microsoft and Magna IT, Finance and Administration systems.
- General IT administration Answering calls, emails and requests arriving on the service desk.
- Adding, removing and amending user records in Active Directory.
- Updating Microsoft Intune and enrolling devices.

What you take care of

- To be the front line of Magna IT Support. Passion, commitment and drive to do the right thing and continuously improve.
- Ordering IT equipment, software and services Raising purchase orders and checking invoices.
- Administration of telephony services.
- Set-up, removal and configuration for IT starters/leavers/changes.
- Keeping the asset register up to date with changes of hardware and colleagues.

What you need to be successful

- Attention to detail.
- Good communication skills.
- Deliver excellent customer service.
- Confidence with IT systems.
- A basic knowledge of Microsoft Windows and Office 365. GCSE or equivalent English and Maths.

Qualifications required

Applicants with transferrable skills are encouraged to apply.