



TBS ENGINEERING LTD
Hurricane Road, Gloucester Business Park,
Brockworth, Gloucester. GL3 4AQ

Job Description

Position: IT Technical Support Engineer

Responsible to: Group IT Manager

Role Overview:

This position, reporting to the Group IT Manager, is suited to an IT graduate or an individual with 1-2 years of experience in an IT Support Capacity. As a crucial member of our small but impactful team, you will contribute to the support and enhancement of the IT infrastructure, ensuring seamless connectivity and availability of IT systems across our entire organization.

Job Description

- Provisioning, maintaining, monitoring, and supporting end-user hardware, operating systems, and client software.
- Managing and supporting IT infrastructure equipment, including physical and virtual servers, storage arrays, network switches, firewalls, wireless access points, phone systems, mobile devices, and other necessary equipment.
- Responding to technical support calls from staff members or clients, providing effective communication to resolve issues promptly.
- Testing disaster recovery procedures to ensure business continuity.
- Assisting with the company's digital road map, including AI integration and AR/VR applications.
- Assisting with ad-hoc project work for the Group IT department.
- Occasional overseas travel to international sites may be required.

In addition to the duties and responsibilities listed, the job holder may also be required to perform other duties from time to time. This role will also involve the support of our global offices and remote workers.

Person Specification

- Be reliable, efficient, and organised, be able to work independently or as part of a team.
- The ability to analyse problems swiftly and skilfully, coupled with patience and perseverance.
- Possess and demonstrate strong analytical skills.
- Excellent communication skills, both written and orally.
- Positive attitude with ability to work within culturally diverse environments.
- Helpful and supportive approach to resolution of challenges
- Receptive and adaptable to change.
- Able to travel internationally and domestically.

TBS Culture & Benefits

In addition to our competitive salary offerings, we deeply value our team members and prioritise their well-being by providing a work environment where our employees can not only excel but also thrive.

Our commitment to our employees encompasses a comprehensive package of supplementary benefits, including a company pension plan, group life assurance, group income protection, generous annual leave, employee incentive plan, private medical insurance, and newly outlined flexible working options which sets us apart from others within our region.

At TBS Engineering, our employees are the core of our organisation, serving as the driving force behind our achievements. This is why we place a strong emphasis on offering substantial opportunities for professional growth and development. We are dedicated to enhancing skills and promoting versatility among our team members within a dynamic and engaging workplace.