

Information and Technology Support Executive

Employer:	East West Railway Company
Location:	Milton Keynes
Basis:	Temp to Perm
Role Summary:	A unique opportunity to support the development of a nationally significant infrastructure project currently in its initial stages as the first line in charge of a wide range of issues throughout the company, responsible for the development and implementation of information technology and information management strategies to support the strategic objectives of this new organisation.
Team dimensions:	Reporting directly to the IT Support Manager

A little bit about us:

East West Rail is a new direct connection, linking communities between Oxford and Cambridge, including Bicester, Milton Keynes and Bedford by rail.

Oxford, Cambridge and the communities in between are renowned for their vibrant economy, educational excellence and scientific innovation. They deliver growth and prosperity both locally and for the whole country; connecting these two cities and the communities in between is crucial to the social and economic future of the region.

East West Railway Company was set up to accelerate the delivery of the East West Rail infrastructure and passenger services, bringing faster journey times and easing pressure on local roads.

We were set up by the Secretary of State for Transport in 2017 to do things differently. We aim to innovate, positively disrupt, and challenge the status-quo, leading to quicker and more cost-effective project delivery, and an improved experience for passengers and the communities we serve.

As we build our team, we're looking for people with the right skills and mindset so that we can innovate, positively disrupt and set new industry standards. Whether you've been working on

some of the world's most exciting rail and infrastructure projects or can inspire us with your ideas and expertise from other sectors, we want to hear from you.

Responsibilities and Accountabilities

As Technology Support Executive for the East West Rail scheme you will:

- Install and configure computer hardware operating systems and applications
- Support and resolve any faults with IT hardware while also liaising with third-party companies
- Train and guide company users through issues via face to face or remote support or situations they might be struggling with, ensuring calm and open approach is used
- Support the IT Support Manager in the management of EWR Co ICT infrastructure and cloud services to minimise downtime, optimise customer service and ensure compliance
- Employ 'best practice' support standards
- Provide support, including procedural documentation and relevant reports
- Prioritise and manage many open cases at one time
- Manage your time with around tasks or open cases you have open or tasks the IT Support Manager has given you
- Test and evaluate and report fixes before pushing out to all company users
- Rapidly establish a good working relationship with users and partners
- Liaising with third-party support teams to find solutions to severe or urgent cases
- Be prepared to learn how the company works and how to resolve certain cases/tasks
- Be open to learning with new equipment and software you might have never user before
- Enjoy your work and have a solid work and team ethic with the whole IT team

Experience and skills

As Technology Support Executive for East West Rail Co, you will have at least 2 years' experience and a proven track record in information services, technology, and data, ideally in a role within a modern, digital, cloud technology environment.

Preferably, you will also have some experience of holding roles in fast paced and complex environments possibly during the setup of a new organisation.

Be willing to push yourself to ensure cases are resolved to keep all company users trust in the IT Team high and the confidence in support also high.

Your skills and experience that is required:

- Demonstrable technology skills in relation to CRM and Office 365 solutions
- Experience with Azure Active Directory
- Experience with using Microsoft Intune

- Supporting Windows 10
- Troubleshooting Issues
- Supporting Audio Conferencing equipment
- Printers (Including the services that can be used)
- Basic knowledge on Networking
- Experience with creating, configuring, and using SharePoint Sites
- Experience with user and supporting Microsoft Teams
- Remote Support as well as face to face
- Demonstrable experience of successfully configuring the above toolsets for business use in a fast-paced office environment
- Experience of managing an end-user environment of around 200 to 300 users
- Demonstrable ability to engage and manage stakeholders

Your skills and experience that is preferred but not essential:

- Strong Knowledge in Networking
- Good knowledge with HP equipment
- Knowledge on supporting MAC's

Education and qualifications:

- Relevant practical experience in information technology/computing

You will need to have the right to work in the UK.

What we offer:

- Competitive base salary
- Up to 20% bonus based on individual and company performance
- Up to 12% employer's pension contribution
- 36 days holiday a year (including bank holidays) + up to 2 days to buy
- Life assurance
- Employee Assistance Programme
- Perks platform with hundreds of discounts and freebies
- On-the-spot and annual awards
- Advanced learning and development programmes
- Great work-life balance and flexible working opportunities
- Enhanced family-friendly policies
- Exceptional IT tools

Join the team!

Please send your resume and a covering letter explaining why you are interested in the role and meet the above experience requirements to: recruitment@eastwestrail.co.uk