



# GOODWOOD

## The Role

The **Helpdesk Engineer** will be part of the IT Helpdesk team and report to the IT Technical Manager.

## About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

## Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

## Our Values

### The Real Thing

Always inspired by Goodwood's heritage

### Derring-Do

Daring to surprise and delight

### Obsession for Perfection

Striving to do things *even* better

### Sheer Love of Life

Sharing our infectious enthusiasm

## Purpose of the role

To resolve support tickets relating to hardware and software used by the 450 users around the Goodwood Estate.

## Key responsibilities

- Troubleshooting all elements of IT hardware and software, desktops and network
- Ensuring all incidents, problems and requests are logged
- Taking ownership of user issues and proactively resolving them in a timely manner
- Problem diagnosis and resolution of software and hardware faults
- Working closely with the IT Engineering team to escalate tickets accordingly
- Maintain software applications and operating systems
- Ensure software vulnerabilities are patched in a timely manner
- Maintain the provisioning of IT starters and leavers
- To produce and maintain IT checklists and other documentation as necessary

<b>Qualities you will possess</b>
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| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> </ul> | <ul style="list-style-type: none"> <li>• Proactive</li> <li>• Take responsibility for yourself</li> <li>• Confident to make decisions and to stand by them</li> <li>• Good negotiation and influencing skills</li> <li>• Excellent communication</li> </ul> |
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<b>What do you need to be successful?</b>
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- Experience of:
  - Active Directory
  - Microsoft Office 2013 & 2016
  - Microsoft Operating Systems both desktop and servers
  - Microsoft Exchange
  - VMWare
  - Veeam
  - Macs, iPhones and iPads
- 2+ years direct work experience in a Helpdesk environment
- 2+ years Active Directory administration
- Experience in operating in a busy IT department supporting a large user base

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

<b>BEHAVIOUR</b>	<b>LEVEL</b>
Think Customer	2
Taking Personal Responsibility	2
Communication and Trust	2
Encouraging Excellence & Commercial Success	1
Working Together	1