

Drum Horse is a subsidiary of the Selbey Anderson Group. We provide professional support to the creative marketing and communication agencies within the group.

The group currently employs 177 staff spread across nine locations and, with rapid expansion plans, these numbers will definitely increase over the next five years.

Drum Horse is now looking for an **IT Support Specialist** to join our team based in Skopje.

### **Role Summary**

This role aims to provide a first class level of 1st/2nd/3rd level IT support to a fast growing UK-based marketing services group agency. The group agency currently employs 177 staff spread across nine locations and, as it is acquiring new agencies on a frequent basis, these numbers will be expected to go up rapidly over the next five years.

Reporting to the IT Director the IT Support Specialist will provide 1st/2nd/3rd level IT support to all the agencies' staff and ensure that each agency's IT system remain secure, compliant and operational.

Central to this role will be ensuring that the IT systems of acquired agencies are integrated into the group with minimal disruption to their operations.

Day to day duties include logging and triaging calls, working on incidents to resolution, identifying problems and looking to find the root cause to prevent future Incidents. In addition, the role will help manage the various end user devices and work on evolving a Helpdesk function.

### **Knowledge and Qualifications**

- Knowledge of Helpdesk / Service desk systems. Zendesk
- Office 365 administration including lesser known products
- Sharepoint and One Drive administration
- Email migration from legacy (IMPA and POP3) and cloud-based Exchange to Office365 tenant
- Data migration from LAN and other cloud-based systems to Sharepoint
- Knowledge and experience of Mac and Windows OS operating in a mixed OS environment
- Min 1 year's administrating user and computer objects via MS AD
- Proactive and service-oriented attitude, as well as advanced written and verbal communication skills

## **Skills and Demonstrated Experience**

- Able to demonstrate the ability to collect the relevant information from customer for IT requests and problems
- Able to demonstrate Incident and Problem Management and root cause analysis.
- Able to document core processes and controls and ensure they are maintained in an auditable manner
- Demonstrable experience in supporting end client issues from remote locations

## **Requirements**

- Proficiency in English, written and spoken
- Min 2 years' working experience in the IT field

## **Key Accountabilities**

### **1. Manage Incidents and basic Service Requests through to resolution**

- Ensure that all Helpdesk processes and procedures are adhered to
- Ensuring that all calls assigned to you are resolved within the SLA's
- Work with the Group Executive Team to evolve processes and procedures where necessary

### **2. Work with all the group agencies to manage the various end user devices across the estate and ensure they are regularly patched**

- Providing regular reports on the employee devices used across the estate
- Provide monthly reporting on the devices and their patch levels

### **3. Ensure that access to software and hardware is assigned with relevant authorisation from the relevant owner**

- Have auditable information recorded in the Helpdesk system when access is granted

### **4. Ownership of the joiners/leavers process**

- Ensure that all SA portfolio agencies remain compliant with the various agreed Group processes and procedures
- Demonstrate where you have automated tasks to improve the service

### **5. Providing training of various end compute tasks across the business (such as how to use VC / Outlook etc.)**

- To have undertaken at least 6 group wide training sessions throughout the year
- Gather feedback on the sessions and evolve the training

**Additional benefits:**

- Unlimited access to Udemy courses
- Private Health insurance (post probation)
- Supportive and collaborative company culture
- Career development program

Reports to: IT Director

Working hours: 10:00 – 18:00