

1st Line IT Engineer

Job Description

The Purpose of your role in Our Co-op

As a 1st Line IT Engineer, you will provide support as the first point of contact for technical issues to our co-op and its wider business. Within this role you will be required to complete administrative tasks as requested and provide out of hours support to our business on a rota basis.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

The ICT (Information and Communication Technology) Services team manage and support the organisation's technology infrastructure, ensuring the efficient and secure operation of digital systems and services. We are responsible for designing, implementing, and maintaining technology solutions, including networks, hardware, software, and communication systems. Additionally, the ICT Services team plays a crucial role in providing technical support, troubleshooting issues, and facilitating the integration of new technologies to enhance overall organisational efficiency and effectiveness. Their primary goal is to ensure that the organisation's information technology resources align with business objectives, remain reliable, and contribute to the seamless flow of information and communication within the company.

Your reporting lines

Location: Wherstead Park, Ipswich, Suffolk, IP9 2BJ

Department: Central Office, IT Services

Reports to: Garry Armour, IT Manager

What you will be working on at Our Co-op

1. Call Management and Direction:

- Filter incoming calls and direct them appropriately, ensuring efficient handling.

2. Helpdesk Ticket Resolution:

- Resolve a high volume of helpdesk tickets, prioritising quick and effective solutions.

3. Technical IT Skills Application:

- Apply technical IT skills to assist in open calls, developments, and system testing.

4. Collaboration and Support:

- Work collaboratively with the wider IT team, suppliers, and undergo cross-training with colleagues for comprehensive departmental knowledge.

5. Security and Compliance Focus:

- Maintain system integrity, uphold security standards as per policy and legislation, and adhere to the Cyber ISMS policy suite.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

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The skills we are looking for

Below lists the skills and behaviours required to complete the role of 1st Line IT Engineer at the East of England Co-op:

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused

Things you need to know

This is a hybrid-working position which will require you to balance time in our office and working from home, the arrangements of which will be discussed at Interview.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

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Our Values

At Our Co-op, we live by a set of four values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



- We're fair, trustworthy, honest and open
- We behave in an ethical way
- We care for our colleagues, members, customers, suppliers and communities

Whichever value we are living, unstoppable, stronger together or a place for people to grow, we should be **doing the right thing** at the same time.



- We're courageous, determined and resilient
- We welcome change
- We believe that 'speaking up' is important in helping us to improve
- We try new things, even if it means not getting it right first time



- We create a positive working environment through building good relationships with others
- We work as one team, wherever we work in our co-op
- We celebrate our differences



- We're open to learning new things every day
- We support each other to grow
- We strive to be the best we can be, personally and professionally