

# WILTON BRADLEY

## JOB DESCRIPTION

### ICT SERVICE DESK SUPPORT ANALYST

#### About Us

With years of experience in importing and distributing products from all corners of the globe, particularly the vibrant markets of the Far East and China, we've honed our expertise. Our brands cover everything from surf and skate to water sports, outdoor play, and toys, catering to diverse interests. While we specialize in providing affordable options, our commitment to cutting-edge design, quality, and value for money sets us apart. Behind every product is our dedicated in-house design and development team, constantly dreaming up fresh and innovative ideas. We believe that evolving our brands and products is key to our ongoing success. Our clientele includes independent retailers, wholesalers, buying groups, major chain stores, and an ever-expanding network of international distributors. Join us as we continue to spread the joy of leisure across the globe.

#### Job Role

We are seeking a highly organised and technically proficient ICT ServiceDesk Support Analyst to join our small, dedicated ICT support team. Supporting approximately 300 users, you will provide a high-quality, remote and in-person support service. We are looking for a team player who values knowledge sharing and collective problem-solving to maintain our Microsoft 365, Windows Server and Azure environments.

#### What You'll Be Doing

- **Team Collaboration & Knowledge Sharing:** Work closely within a small ICT team, actively sharing technical insights and documenting unique fixes to ensure the whole team can support our user base effectively.
- **Customer Liaison:** Act as the professional and approachable face of IT. Build strong relationships across the business, providing excellent customer service and keeping users informed throughout the resolution process.
- **Remote Support:** Utilise TeamViewer for efficient remote troubleshooting for users across our various office and warehousing locations.
- **In-Person & Desk-side Support:** Provide a visible and proactive in-person support presence, resolving hardware and software issues directly at the user's workstation.
- **Service Desk Excellence:** Responsible for meticulous ticket logging and documentation. Ensure every incident is accurately tracked within our ITIL-aligned service desk.
- **Microsoft 365 & Exchange Admin:** Manage the Office 365 tenant, including Exchange Online (mailboxes, groups, permissions), Teams, and SharePoint.
- **Identity & Security Management:** Administer Active Directory (AD) and Azure AD (Entra ID).
- **Server & Cloud Administration:** Perform basic Windows Server administration and assist with Azure cloud resource management.
- **Mobile & Hardware Support:** Setup and troubleshoot iPhones, iPads, and Android devices. Build and configure hardware for user onboarding.
- **Specialist Software:** Provide administrative support for NetSuite ERP and handle Adobe Creative Suite installations and licensing.
- Pursue personal development of skills and knowledge appropriate to the role.
- Adhere to stated policies and procedures
- Any other tasks deemed by the Company to be necessary for the successful completion of the role



### **What We're Looking For**

- Collaborative Mindset: A proven team player who enjoys working in a small, fast-paced environment and is committed to knowledge sharing.
- Customer Service: Experience in customer liaison, with the ability to handle queries with patience and clarity.
- Attention to Detail: A meticulous approach to documentation, asset tracking, and ticket management.
- Technical Skills: Good working knowledge of Office 365, Exchange Online, Windows 11, Active Directory and Azure Entra ID.
- Infrastructure & Security: Practical experience with Windows Server, Azure, and LastPass.
- Interpersonal: An approachable and professional manner for providing face-to-face support.
- Reliability: High levels of accuracy and a "right first time" mentality.

### **Nice To Have**

- Service Management: Background in logging and managing incidents using an ITIL framework.
- macOS Knowledge: Experience supporting Apple/macOS environments is advantageous but not essential.
- Certifications: ITIL Foundation, CompTIA A+, or Microsoft (MS-900 / AZ-900).

### **Benefits**

The Wilton Bradley Group are a family-owned business committed to supporting our employees in both their professional and personal lives. We offer a range of benefits designed to enhance their well-being and work experience. Employees enjoy an exclusive discount of 40% off online products.

We also provide a competitive company pension with an annual salary exchange opportunity, sick pay, and enhanced maternity and paternity pay. With 33 days of annual holiday, our employees have ample time to recharge and spend with their loved ones. Additionally, we foster a vibrant workplace culture through annual company events and recognition such as long service awards. To promote health and sustainability, we offer a membership of the Healthshield cash back scheme, a Cycle-To-Work scheme after six months of service and provide free on-site parking. Our casual dress code encourages comfort and expression, while our comprehensive induction and training program ensures professional and personal development opportunities for all. Plus, employees can enjoy complimentary tea and coffee to fuel their day.

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For more information, please contact Marianne Clark, Human Resource Assistant:  
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