



AN OSRAM BUSINESS

## Role Profile

JOB TITLE: 1<sup>st</sup> Line Helpdesk Support  
REPORTS TO: Head of IT  
DEPARTMENT: Information Services  
LIAISON WITH: All departments

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### 1. MAIN PURPOSE OF ROLE

- Provide effective 1st line helpdesk support across the Ring Automotive ICT infrastructure.
  - Responsible for the daily support of Ring Automotive users and desktop operating systems inclusive of group business systems
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### KEY ACCOUNTABILITIES

- Responsible for logging and solving support tickets in the internal helpdesk system.
- Providing 1st line telephone, face to face, web and email support to users.
- Providing 1st line helpdesk support to enable users to make effective use of systems.
- Providing day-to-day support, operation, and control of business systems.
- Ensuring that internal processes are followed and completed within the required timescales.

### Skills/Experience/Knowledge:

- Basic understanding of business systems (financial and distribution)
- Any AS400 or Aurora experience would be beneficial
- Strong problem resolution and analytical skills
- Time management skills with a professional outlook
- Experience working within a helpdesk environment
- Knowledge of all MS Office products (Word/Excel/Powerpoint/Outlook)
- Good understanding of Windows 7 and 10 operating systems

Please email your CV to the HR Department at [hr@ringautomotive.com](mailto:hr@ringautomotive.com)