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IT Service Desk Analyst (1st Line Support)

The Role:

This role is an opportunity for someone with a genuine passion for IT to join a happy and sociable team of engineers who enjoy working together. It is a wide and varied role where you will be able to experience many varied aspects of IT support in a business environment. Primary duties are listed below but these are by no means exhaustive.

The team ethos is to learn by doing and you will be able and encouraged to expand your knowledge and skills and take on more technical responsibility. Previous IT experience is not essential, but some experience working in a customer-facing role would be beneficial.

Hours of work are 40 hours per week. This can be flexible between the hours of 7 AM and 6 PM. We will also consider part-time hours for suitable candidates.

Key Responsibilities:

- Ensure customer faults communicated via email or phone are logged and resolved within SLA's
- Resolve issues if able or escalate
- Prepare equipment for dispatch (Windows laptops, Android devices, printers etc.)
- Maintaining the IT equipment asset register and arranging dispatch/collection of IT equipment to end-users
- Set up User accounts within Active Directory / Office 365
- Create and maintain departmental documentation
- Arrange for disposal of obsolete IT equipment
- Maintain stock levels of IT equipment, order replacement items as required
- Run reports to track assets and monitor SLA's

Key Measures & Targets:

- Accuracy of asset register
- Stock levels
- Query levels

Key Relationships:

- IT Team
- End Users

Person Specification:

The successful candidate is likely to meet all the following criteria:

- Strong interest in IT / Technology with a desire to learn new skills
- A good telephone manner, ideally with previous experience in a customer-facing role
- High attention to detail
- Experience in using Excel would be beneficial

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Benefits:

As well as offering a competitive salary, remuneration for this role includes flexible benefits, which provide a range of guaranteed benefits including but not limited to:

- 5% Company pension contribution
- Life Assurance at 2 x notional salary
- Single person's private medical cover
- Permanent Health Cover

About Barhale:

Barhale is one of the largest privately-owned civil engineering and infrastructure specialists with 40 years of experience working UK-wide across the water, transport, built environment and energy sectors. Founded by our Chairman, Dennis Curran in 1980, the group was originally set up as a specialist tunnelling contractor. While we retain our tunnelling roots, repeated success in several construction industry sectors has enabled us to expand our skillset and become one of the largest privately-owned infrastructure specialists in the UK.

What we do

We provide design, construction, and maintenance services to the following sectors.

- Water
- Transport
- Energy
- Built Environment

We also possess a range of specialist skills to support our civil engineering and infrastructure activities including

- Tunnelling
- MEICA capabilities
- In-house design
- A steel-fabrication and supply subsidiary (BCS Group)

Who we are?

Barhale operates as a tier-1 partner for blue-chip, regulated, and private clients. We work as part of large frameworks, joint ventures, and alliances and on individual projects developing long-standing relationships based on Trust, Integrity and Pride.

Our People

We employ a direct workforce of over 800 employees nationwide. We recognise that our business is only as good as the people we employ, which is why we value them so highly and invest in regular training and development, utilising our dedicated training facility in Walsall.

How to apply:

careers@barhale.co.uk