

About us...



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

<p>Job purpose:</p>	<ul style="list-style-type: none"> - To support the Implementation and Support Team to deliver the business' roadmap. - To support the wider Information Systems Team to maintain existing and new systems. - Working either on your own initiative or within a team to create knowledge to help support minimising business impacting incidents across all business areas. - Attend other sites across our business areas when required for essential maintenance, support training and project rollout.
<p>Your hours</p>	<ul style="list-style-type: none"> - 37.5 hours per week (FTE)
<p>You'll report to</p>	<ul style="list-style-type: none"> - IT Support Manager
<p>Your relationships:</p>	<ul style="list-style-type: none"> - All colleagues within the Information System teams. - Working relationships with Managers and colleagues at all levels from across the Society. - External hardware suppliers and service providers. - All colleagues from across our family of businesses.
<p>What you'll bring to us:</p>	<ul style="list-style-type: none"> - Able to demonstrate resilience and adaptability to change in a fast-paced environment. - Experience within a multi-site organisation and/or a retail environment is highly desirable. - Excellent verbal and written communication skills, with the ability to discuss technical solutions using basic explanation. - Ability to work on own initiative, address and resolve problems in a busy environment. - Experience in using applications such as Azure and Remote Desktop software. - A passion for customer service with an active interest in IT and the ability to diagnose issues, in a timely manner to minimise business impact. - Hold a full driving licence; a Society vehicle will be provided for business use.



Providing and supporting
valued services



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Together we are...

Your Purpose – I will contribute to my team and the Society’s ongoing success in this role by...

Your duties and responsibilities:

- Taking responsibility for configuring software and hardware prior to installation/implementation.
- Taking responsibility for managing the resolution of major incidents and any IT escalated issues.
- Troubleshooting and resolving issues with software or hardware for the end user.
- Analysing records and logs to spot underlying trends and being proactive to resolve these.
- Taking responsibility for the setup of new user accounts and hardware.
- Walking colleagues through steps to help them resolve their technical problems.
- Maintaining and updating the knowledge base.
- Identifying and undertaking service improvements.
- Proactively completing regular maintenance and housekeeping of systems to prevent future issues arising.
- Escalating incidents to third party suppliers where required.
- Providing remote and on-site support for the Implementation and Projects Team.
- Installing new hardware and software, which includes the handover of the new solution and providing guidance to colleagues about how to use them.
- Taking responsibility for the communication of service disruption notifications with colleagues across the Society.



Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.
- Being approachable and available when colleagues need support.
- Adapting quickly to changes or new requests.

I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Taking pride in my work and celebrating success.
- Recognising and appreciating the achievements of others.
- Demonstrating a positive attitude, even in challenging situations.
- Encouraging innovation and creativity within the team.

I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.
- Following through on promises and commitments.
- Protecting confidential information and respecting privacy.
- Owning mistakes and learning from them.
- Providing accurate and honest feedback to help others improve.
- Acting consistently with the Society's purpose and approach.