

**GOODWOOD**

**The Role**

The **Helpdesk Engineer** will be part of the IT Helpdesk and report to the IT Technical Manager.

**Purpose of the role**

To resolve support tickets relating to hardware and software used by the 450 users around the Goodwood Estate.

**Key responsibilities**

* Troubleshooting all elements of IT hardware and software, desktops and network
* Ensuring all incidents, problems and requests and logged
* Taking ownership of user issues and proactively resolving them in a timely manner
* Problem diagnosis and resolution of software and hardware faults
* Liaising with the IT Engineering team to escalate tickets accordingly

**What do you need to be successful?**

* Experience of:
  + Active Directory
  + Microsoft Office 2007, 2010, 2013 & 2016
  + Microsoft Operating Systems both desktop and servers
  + Microsoft Exchange
  + VMWare
  + Veeam
  + Macs, iPhones and iPads
* 1+ years direct work experience in a Helpdesk environment
* 1+ years Active Directory administration
* Experience in operating in a busy IT department supporting a large user base

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Exceptional interpersonal skills, with a focus on listening and questioning
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**About us**

At Goodwood, we celebrate our 300-year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| --- | --- | --- | --- |
| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| --- | --- |
| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |