IT Retail Support Executive

Job Specification

The IT Retail Support Executive will join our existing Technical Team at Head Office to support 200 retail stores, wholesalers and Head Office users.

Our IT team is a small team so this role requires a dynamic individual with ability to support a diverse range of IT systems. In addition, the Support Executive will be responsible for Business Analytics and collating Retailer data. The individual must be capable of multi-tasking in a busy environment with strict deadlines. They will be required to support performance, development and availability of multiple IT applications across the Company, working closely with 3rd party vendors.

Responsibilities
- ➢ Remote support of Retailers Systems through helpdesk system.
- ➢ On-site visits to Retailers
- ➢ Ensure timely deadlines are met for onboarding new retailers.
- ➢ Business analytics and collation of Retailer and Wholesaler data in a timely manner.
- ➢ Provide support to all business departments for IT issues.
- ➢ Administrating and supporting Company IT policies on all systems.
- ➢ Assist and support system implementations and project activity.
- ➢ Troubleshoot, monitor and escalate when necessary to relevant parties all IT support calls and ensure operations are supported as per SLAs.
- ➢ Strong organizational skills, ability to multi-task and prioritize, strong attention to detail, ability to work and drive in a dynamic environment.
- ➢ Excellent communication skills and ability to work well with others.

Key Skills
- ➢ Typically, 2+ years' relevant IT experience.
- ➢ 3rd level IT or relevant professional and technical qualifications.
- ➢ Excellent analytical and problem solving skills.
- ➢ Good time management and ability to prioritise tasks effectively.
- ➢ The ability to work under pressure.
- ➢ Excellent documentation skills and ability to adhere to Standard Operating Procedures
- ➢ Ability to take responsibility & ownership of tasks.
- ➢ Experience in the Retail industry is an advantage.
- ➢ Full clean driving license