

IT System Engineer

- **Salary between £25,000.00 - £30,000.00 DOE**
- **Bonus up to 10% of annual salary**
- **Flexible working (Hybrid office/ home working)**
- **Benefits: Healthcare/ life assurance plan/ Perkbox/ gym discounts/ retail discounts/ free on-site parking**
- **Long term incentive scheme**
- **33 days holiday (incl: public holidays) – rising to 36 with service**

Who are we?

We're a market leader in acquiring and managing vulnerable customers, helping them to find an affordable solution and sustainable pathway to clearing their outstanding debts. Having built a solid reputation for being the specialist in our sector, we've won some pretty impressive GOLD standard awards over the last several years from Investors in People and Investor in Customers.

If you want to hear what our customers and colleagues are saying about us, why not visit our website www.lanternuk.com.

What will you be doing?

You'll be joining an innovative Technology team, reporting to the IT & Information Security Manager and you'll be responsible for a range of critical tasks that ensure the smooth operation of technology systems and services. These include:

- Communicating with stakeholders of all levels, providing guidance on resolving issues and setting up systems, updating them on progress and effectively managing escalation and expectations.
- Maintaining a focus on customer service by promptly identifying and diagnosing problems/faults using established troubleshooting methods and tools.
- Collaborating with the Security Operations Centre to detect and eliminate technology vulnerabilities.
- Installing and configuring software and hardware, including mobile apps, printers, projectors, scanners, and cameras.
- Adhering to the standards and guidelines under ISO27001 to meet the needs of internal customers.
- Supporting the management and implementation of change requirements by evaluating the drivers, costs, benefits, and impacts of proposed business changes.
- Assisting with the roll out of upgrades or new systems/applications to ensure seamless implementation.
- Keeping detailed documentation of any regular tasks and solutions to issues. This includes recording information when seeking assistance from colleagues, such as what steps were taken to resolve the issue.

What you'll need

- 1+ years' experience in IT Helpdesk support.

- Experience with appropriate change and testing methodologies to hardware or software or cabling technology.
- Experience with structured techniques to investigate wants, needs, problems and opportunities from stakeholders to support a business case and application design.
- Strong organisational skills to enable flexibility to work effectively on multiple tasks.
- Strong computer literacy and confidence in new technology systems keeping a working knowledge of new and upcoming tech.
- MS Office experience, including MS Teams.
- The ability to work alongside other business functions to ensure designs are consistent with design & brand guidelines.
- Demonstrating resilience and agility in your approach to work - we're fast paced and sometimes we'll need to juggle or prioritise.
- Being creative – we love hearing new ideas from our colleagues about how we can do things better.

Our values are rooted in honesty, empathy, and transparency – for our colleagues our customers and our clients. That's why equality, diversity and inclusion are so important to us; because when we embrace different perspectives and give everyone the chance to be the best they can be, we can think in new, creative ways that grow and enhance our business.

We're committed to equal opportunities for everyone, and we may collect relevant data for monitoring purposes during our candidate registration process. Be yourself, that's all we ask.

Please send your CV and an email telling us a bit more about yourself to careers@lanternuk.com

Due to the nature of our business, all offers of employment are subject to background and vetting checks, including; employment references, DBS (basic), credit file search, PEP and financial sanctions searches.