

Job Vacancy

Realise the next step
of your career

IT Support Team Lead

POSITION TYPE: Full time, permanent

LOCATION: Ipswich, Suffolk



Introduction

Your privacy

Bauder treats personal data collected while managing your job application in accordance with our Data Protection Policy. Information about how your data is used and the basis for processing your data is provided in our Job Applicant Privacy Notice, this is published to our website within the [Careers Section](#) or available upon request from the [HR Department](#).

About us

Bauder is a leading international manufacturer of building construction materials for flat roofs. We provide our clients with a complete technical roofing solution and package from inception to completion, to meet their every requirement. Our service is centred upon our dedication to provide a waterproofing system that fully understands all the individual issues of any project and fully responds to the needs of the client.

Our flat roof systems are designed to provide a high quality, single source solution for every application and client need. Whether green roofing to bitumen membrane, and from hot melt to cold liquid applied, right through to BauderSOLAR PV panels, giving energy for sustainability.

Bauder flat roofs represent an industry leading commitment to deliver technologically advanced roofing products, which meet the diverse needs of the roofing industry in terms of budget, performance and function of the highest quality. The Bauder name is synonymous for quality, design and service.

Our people focused culture originates from a strong family ethos and the belief that our success is determined through our people, who are at the very heart of what we do.

Fit to team and skillset drives our success

We place great attention to detail on recruiting the right person, team fit is as important to us as skillset and people join us for a career and not just a job. We have fun whilst we work and reward, recognise and develop the capabilities of our people. The commitment from all our people undoubtedly drives the high levels of business performance and success enjoyed today.

'you work with friends not colleagues' (Area Technical Manager)

'the Company really looks after you as a person' (Technical Administrator)

'there is a strong commitment to employees and sense of trust and fairness' (Manager)

Would you like to be part of an extremely successful, team spirited business, with a motivated people driven culture? A business which focuses upon building your career, supporting and encouraging your development and fostering autonomy, ownership and accountability. We offer a highly competitive remuneration package and lifecycle of benefits, designed to protect you and your family. Our accolades validate our employer credentials, we were the first in our sector to be awarded the prestigious Investors in People Platinum award and are proud to be reaccredited in 2024 for the third time at platinum level as well as achieving the 'We invest in Wellbeing' Gold award on our first attempt.

Bauder is an Equal Opportunities employer

Bauder Ltd
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We invest in wellbeing Gold

Job Specification

Nov 2024-v1

Objective:

We're seeking an experienced IT Support Team Lead to oversee and support our IT helpdesk team and support function, ensuring timely, effective, and professional service to our organisation. In this role, you'll take the lead on day-to-day support operations and internal IT projects, manage escalations, and provide guidance to ensure best practices in troubleshooting and user support. You'll also collaborate with other IT team members to improve processes and support system upgrades, making sure our team meets both technical and customer service standards. This position requires excellent communication skills, leadership abilities, and a strong background in IT support.

The primary duties will be working with a Managed Service Provider (MSP) and Group IT to ensure the IT estate in the UK meets the current needs of the UK business. With strong infrastructure knowledge you will be involved in technical projects and will ensure the projects are executed to a high standard with required documentation and governance.

Throughout the IT service desk lifecycle, the postholder will be a point of contact with the end-users, overseeing and building complete process ownership around IT support, systems, processes and technical resolutions.

The demanding role calls for excellent customer service skills, encompassing our customer service ethos across our IT support functions. With a broad range of technical IT knowledge, the postholder will be capable to dynamically support the team and must have a real hands-on approach.

Key objectives:

- Lead and mentor the IT support team, handling daily operations and escalated issues
- Lead, manage and coordinate internal IT projects
- Deliver high-quality, user-centric customer service and maintain support standards. Identify areas for process improvement and collaborate with other team members.
- Oversee documentation, training, and team performance metrics.
- Develop and maintain internal IT procedures and standards
- Monitor and develop IT service levels
- Interface across the business to develop continuous improvement strategy
- Contribute and influence the IT strategy
- Deliver third-hand IT support, handling escalated calls
- Deliver value from partnership with technology suppliers
- Support the development of continuity plans
- Ensure our systems and business data secure and have the appropriate back- up solutions
- Research new technologies and proactively make product selection recommendations
- Oversee contract and license management for the IT systems, users and software
- Take ownership of the Microsoft Office 365

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- Support the deployment of new IT systems, software and services

Key skills/qualifications/criteria:

- Awareness of IT operating standards and frameworks focused on cyber security standards and practises (for example Cyber Essentials/plus, ISO27001)
- Extensive technical knowledge of Microsoft 365, Azure Active Directory, ideally supported with relevant certifications
- Technical knowledge and configuration knowledge of Windows Server stack
- Previous experience of managing and leading a team
- Strong knowledge of cloud solutions, with a real focus on Microsoft Azure
- Experience administrating and maintaining IT networks
- Strong Windows desktop support experience
- Excellent problem solving and communication skills
- Strong time management and ability to prioritise tasks independently
- Ability to demonstrate strong understand around IT governance, controls and risk management
- Awareness of Microsoft Power Apps environment
- Microsoft Endpoint Manager knowledge
- Hands on infrastructure skills

Person Specification:

- Previous experience managing modern IT estates
- Ability to lead, mentor and coach other team members
- Excellent communication skills, able to engage with stakeholders at all levels
- Demonstrable customer focus
- Strong technical and written abilities
- Experience managing IT security
- Strong knowledge around IT governance, risk management
- Confident, engaging, a positive and proactive approach
- Previous experience of introducing innovation through IT
- Leadership skills

Salary and Company Benefits:

- Annual salary depending upon experience

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- Annual company performance bonus
- Life Assurance (7x Basic Salary)
- Income Protection Insurance (automatic inclusion following completion of 6 months' service)
- AXA PPP Healthcare (following successful completion of probationary period)
- Competitive company pension scheme with a long service enhancement
- 20 days annual leave, rising to 25 days after completion of 1 years' service, plus statutory bank holidays and discretionary paid leave during Christmas shut-down (equating to an additional 3-5 days leave)
- Bauder Development programme:
 - ⇒ Progressive training and development opportunities including access to a self-elected annual training programme, one-to-one personal development, structured appraisals etc.
 - ⇒ Extensive Onboarding Process, including tailored induction and training
- Bauder Wellness Programme:
 - ⇒ Access to; annual Bauder Wellness calendar of Wellness focussed training, mental health training, a wide number of initiatives across the business, workshops, gifts and information etc.



Chris Sandford, Head of IT

Bauder is known as the market leader in the UK for flat roofing manufacturers and our IT team is an integral part of our daily operations. In today's digital age, we are committed to delivering operational excellence and fostering a strong customer service ethos within our team. Ensuring our colleagues are equipped with the tools and high-quality support they need to thrive.

Innovation plays a key role in our continued overall business success, our mission goes beyond maintaining and upgrading systems – we aim to optimise and leverage technology to achieve a competitive advantage.

The IT environment at Bauder is fast paced, dynamic, and highly rewarding. We take pride in our fantastic team culture, where collaboration and mutual support are paramount.

In this role, you'll work closely with me to provide essential IT support across the business, whilst contributing to the broader IT strategy. To succeed you'll need to be a team player with exceptional customer service skills and a proactive approach.

Joining our team of four, you'll immediately notice the positive and collaborative atmosphere, and I will support you every step of the way as you grow and succeed in your role.

If this sounds like an exciting opportunity, I would love to hear from you! Get in touch to find out more.

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Reducing the use of materials



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