# JOB DESCRIPTION

| Section 1: General information | |
|---|---|
| **Job title:** | **Service Desk Technician** |
| **Department:** | **IT** |
| **Reports to:** | **Head of IT** |

**Section 2: PenCarrie's story and purpose**

**PenCarrie's story:**
With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.

**PenCarrie's purpose:**
The distribution partner that enables exceptional customer success.

**Section 3: Purpose and responsibilities of the role**

**Main purpose of role:**
Provide technical support to team members and occasionally to external customers to help them resolve any software and hardware problems with technology and ensure that an effective solution is provided in a timely manner.

The role is based in-house at our Willand distribution centre. During training and induction, working hours will be 9:00-17:30 after which, hours will be either 8:00-16:30 or 9:00-17:30 subject to the Service Desk team rota.

**Main responsibilities:**
1. Triage incoming requests to the Service Desk to ensure courteous, timely and effective resolution of end user issues.
2. Evaluate documented resolutions and analyse trends for ways to prevent future problems.
3. Alert Management to emerging trends in incidents.
4. Assist in software releases and roll-outs and communication to the end users.
5. Document all relevant information, including name, department and nature of problem or issue.
6. Build rapport and elicit problem details from service desk customers.
7. Prioritise and schedule tickets. Escalate (when required) to the appropriate Resolver groups or Management.
8. Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
9. Access software updates, drivers, knowledge bases, and FAQ resources to aid in problem resolution.
10. Identify and learn appropriate software and hardware used and supported by the organisation.
11. Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
12. Test fixes to ensure problem has been adequately resolved.
13. Perform post-resolution follow ups to help requests.
14. Develop help sheets and FAQ lists for end users.
15. Reinforce SLAs to manage end-user expectations.
16. Working with Asset Management and Service Catalogue tools.
17. Flexibility to occasionally work outside of normal working hours as well as in different locations.
18. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.

**JOB DESCRIPTION**

PENCARRIE

## Section 4: Person specification

**Knowledge, skills and experience required:**

**Essential**

- Knowledge of basic computer hardware.
- Experience with desktop and server operating systems, including Windows 10/11 and Windows 2016/2019/2022 server operating systems.
- Exceptional written and oral communication skills.
- Exceptional documentation skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.

**Desirable**

- Previous experience in a similar role.
- Experience with Jira or similar Service Management tools.
- Familiarity with the fundamental principles of ITIL.

## PenCarrie Values

**We're dedicated to customer success**

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

**We build strong and respectful relationships**

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

**We look forward and embrace change**

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

**We're proud of everything we do**

- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

**We grow responsibly**

- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities

## Section 5: Job description prepared by

**Job title: Head of IT**
**Date: April 2025**