

Kellaway Group

IT Support Specialist

The Kellaway Group aims to be an employer of choice. We do this through our culture and safety but also by rewarding our teams for their efforts, commitments and dedication. The Kellaway Group of businesses are ambitious and have a strong and determined approach to growth. To support this growth and to achieve our strategic company goals we have many development opportunities available at all levels of the business.

Salary £32,000 - £37,000 plus bonus and benefits

What We Offer:

- **Competitive Salary:** £32,000 - £37,000 + monthly performance bonus
- **Generous Holidays:** 33 days (including bank holidays) with buy/sell options
- **Comprehensive Benefits:** Contractual sick pay, Group pension scheme, Free life insurance, Cycle to work scheme
- **Employee Assistance Programme:** 24/7 GP, mental health support, bereavement counselling, physiotherapy, financial/legal advice, wellbeing resources, lifestyle coaching, savings & discounts
- **Career Growth:** Full training, coaching, and extensive opportunities for development

Hours

- Basic 40 hours Monday to Friday from 8:30am to 5:00pm
- Occasional out-of-hours work for planned changes or major incidents.
- Stocktake weekend once a year

Your Role:

- **This is a hands on IT support role within a growing multi-site environment. The IT Support Specialist provides reliable, end to end support across 30+ locations, ensuring business critical systems remain operational while helping improve consistency, security and resilience across the estate.**
- **The role suits someone comfortable owning issues from first contact to resolution, balancing routine daily operational work with more complex technical problem solving, and making pragmatic decisions in a medium sized business environment.**
- Provide 1st, 2nd and 3rd line support to on site and remote users
- Support desk triage and prioritisation
- Support Microsoft 365 services including Entra ID, Exchange, SharePoint, OneDrive and Teams
- Deploy, manage and support Windows desktops, laptops and mobile devices
- Support LAN, Wi Fi, VPN and site connectivity issues across multiple locations
- Coordinate with third party suppliers, ISPs and MSPs where required
- Provide planned and reactive onsite support
- Manage user onboarding/offboarding, access requests and routine support tasks
- Perform patching, routine checks and maintain accurate asset records
- Promote secure working practices and support incident response
- Contribute to service improvements, documentation and IT projects
- Core Technologies:
 - Microsoft 365 (Entra ID, Exchange Online, SharePoint, OneDrive, Teams)
 - Windows Server, Active Directory, Group Policy, Remote Desktop
 - Windows 10/11 endpoints
 - Android and iOS devices
 - Intune / Endpoint Manager
 - WAN, VPN and site connectivity
 - Intact iQ ERP
 - VoIP phone systems
 - Site security & CCTV systems

What we are looking for:

- Full UK driving license and access to own vehicle for business travel (mileage reimbursed)
- Proven experience in an IT support role
- Good understanding of Microsoft 365 administration including Entra, Intune.
- Strong knowledge of Microsoft applications (Teams, Sharepoint, One Drive, Office 365)
- Identity security and Conditional Access exposure
- Good understanding of networking fundamentals (DNS, DHCP, TCP/IP, VPN)
- Able to work independently and take ownership of issues

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- Confident communicating with both technical and non-technical users
- Excellent verbal communication skills
- Experience supporting multiple site estates
- Knowledge of iOS and Android mobile device platforms
- Relevant certifications

Why Join Us?

At the Kellaway Group, we value our people and invest in their success. You'll find a supportive, ambitious environment with real opportunities to grow your career.

We welcome applications from all backgrounds and communities.

Ready to take the next step? Apply today and become a valued member of our team!

