

Job Description: Temporary Industrial Placement Student – IT Service Desk (MC543)



Department: IT

Job role overview: Triumph Motorcycles Ltd are now recruiting for a high calibre undergraduate, for a 12-month work placement within the IT Department, commencing Summer 2025. The successful candidate will work within the IT Operations Support team, in the role of supporting Triumph's IT users worldwide and will also be involved with some project work. The placement will also involve every day technical work such as setting up new users, building of new hardware and stock management.

You'll be a good team player with an excellent telephone manner and be comfortable in liaising with members of staff at all levels. You'll have excellent attention to detail with good problem solving ability and the willingness to learn and develop new skills.

Preferred area of study is an IT Management degree, Computer Science degree, and Networking degree's, and should be on track to achieve a 2:1.

Please note that this role is only open to Undergraduates who need to undertake a year out in industry as part of their degree course.

Report to: IT Service Desk Manager, Computer Services

Location: F2, Hinckley

Duties and Responsibilities:

- Stock management of hardware such as PC's, laptops, printers, mobile phones, cables, etc.
- Imaging and builds of PC's and laptops ensuring there is immediate availability to equipment
- Setting up and configuration of mobile telephones
- DOA testing of all received hardware
- Ordering of IT consumables, booking-in & out of loan equipment
- Processes improvement in any of the above areas
- Monitoring of system alerts and notifications from reporting and pro-active monitoring tools
- Placement & chasing of fault calls to external support.
- First line IT support, answering and logging IT Service Desk calls (from Users in the UK and other countries)
- Deliver a high standard of customer service
- Troubleshooting of IT issues and problems reported to the IT Service Desk.
- Ensure all calls are completed in a timely manner and to users satisfaction.
- Undertake regular system checks, identify any problems and seek rectification.
- User profile setup/Administration
- To undertake and assist with projects as required by your Manager.
- Any other ad-hoc duties as required by your Manager.

Person Specification: Temporary Industrial Placement Student – IT Service Desk (MC543)



	Essential	Desirable
Qualifications and Attainments	Maths and English GCSE grade C or above.	
Professional Experience and Skills	Proficient in Microsoft Packages including Excel, Word and Outlook.	<p>Previous experience of working within an automotive /manufacturing environment.</p> <p>Experience or knowledge of Microsoft System Centre would be an advantage.</p>
Personality and Motivation	Self-motivated and resilient. Flexible and adaptable. Able to take instruction and work under pressure. Excellent communication skills, clear and concise written and verbal skills. Comfortable in liaising with members of staff at all levels. Good telephone manner.	
Appearance and Characteristics	Well presented. Confident and personable.	
Circumstances	Flexible on working hours.	