



Gilbert Gilkes & Gordon Ltd

Candidate Brief

The Appointment

Role Title	Trainee IT Helpdesk Technician
Reporting to	Network & Systems Manager
Company	Gilbert Gilkes & Gordon Ltd
Website	www.gilkes.com
Based	Kendal, Cumbria
Remuneration	£17,000 to £20,000
Other Benefits	Generous Pension Scheme, Cycle to Work Scheme, Life Insurance, Access to OH / EAP, 25 days holiday plus bank holidays, Flexible Annual Leave Scheme much more

Overview

Gilkes has an exciting opportunity for a **Trainee IT Helpdesk Technician** to join our IT team based at our Head Office in Kendal, Cumbria.

Responsibilities

- Provision of first line support to users over a range of hardware and software.
- Triage IT Helpdesk tickets and respond / escalate where appropriate.
- Setup of PC's, Laptops and Smartphones.
- Managing support calls from users and escalate where necessary.

Person Specification

Gilkes is looking for a self-motivated and focussed individual, with a genuine passion and enjoyment for Information Technology. You will have the ability to present technical ideas in a user-friendly way and communicate at all levels.

The Role

Reporting to the Network & Systems Manager, you will contribute to the first line support to users, covering both hardware and software queries.

In this role you will gain first class experience and training to develop your skills and knowledge across a variety of technologies.

Experience/personal skills

- Minimum GCSE grades 5 or C in English and Mathematics or equivalent qualification
- A qualification in Information Technology or studying towards (desirable)
- Basic knowledge of PC/Laptop hardware
- Excellent telephone customer service skills
- Strong written and verbal communication
- Time management and workload prioritisation
- Good analytical and problem-solving abilities

Why join us?

As well as a generous benefits and perks package, Gilkes are committed to continuous professional development and progression.

We operate role specific career development plans designed to help you develop your skills, knowledge and experience working alongside experienced professionals.

This is an excellent opportunity for an individual seeking progression and development opportunities.

To Apply: Please email your CV Application and Covering letter to the HR Department recruitment@gilkes.com

Applicants must have the right to work in the UK.



Background

Gilkes delivers innovative, single source solutions to the Small Hydropower & High Horsepower Engine markets.

Working meticulously with our customers to ensure the very best in product design, total cost of ownership & operational excellence, our range of hydropower turbines and engine cooling pumps deliver solutions to meet the most demanding of technical specifications and environments.

With international credentials earned in over 85 countries, a Royal Warrant and over 165 years of design and manufacturing experience behind us, we are small enough to be agile and responsive, whilst large enough to have the technical and engineering competence needed to be one of the world's leading brands.

Headquartered in Kendal in the English lake district, Gilkes is an independently owned business with circa 160 employees across the world.

We have manufacturing sites in Kendal and Houston, Texas as well as a sales office in Tokyo, Japan.

Our Purpose

Our values-based approach has been shaped from a 165 year heritage as a family-owned business. We believe in developing ethical business relationships with a positive environmental focus that bring about long-term sustainable success. Our people are committed to ensuring that Gilkes' products make a meaningful difference & provide a platform for the transition to a low carbon economy.

People & Culture

We strongly believe that our people are the ultimate differentiator & are at the heart of everything we do. It is their passion, creativity, hard work & dedication that enables Gilkes to grow & prosper.

Gilkes invests in its people & in developing a positive organisational culture.

Our four key values are:

- Teamwork
- Integrity
- Excellence
- Commitment

Current Position & Context

Gilkes is moving fast to adapt to an ever changing economic environment, ensuring we continue to be relevant in our chosen markets.

The organisation recently carried out a strategic review & adjusted its cost base in response to the pandemic.

Pumps is seeing growth & we have had huge interest in our new small marine pump from all of the big players including Caterpillar, Volvo, Scania & John Deere.

The small Hydro market is trending towards energy recovery & we are well placed to fully exploit this with our current product portfolio.

The Hydro aftermarket, especially in the UK, offers real growth prospects for Gilkes and we are aligning Service, Modernisation and Electrical to take full advantage of these opportunities.

Our Business Model & Strategy

<p>What we do...</p> <p>We leverage opportunities through our expertise, dedication & agility</p>	<p>Client Acquisition & Development</p> <ul style="list-style-type: none"> • Our customer-facing teams build & maintain a dialogue with clients based on openness & transparency • We build & maintain our customer relationships based on ethical behaviour 	<p>Project Delivery</p> <ul style="list-style-type: none"> • Our aim is to deliver projects 100% on-time-in-full • A formal process exists to ensure the most efficient use of resources & competencies 	<p>Product Life Cycle Management</p> <ul style="list-style-type: none"> • We actively manage & support our products as they transition through their life cycle from New >> Spares >> Service >> Refurbishment
<p>How we do it...</p> <p>We continually improve our products & services to support our customer's success</p>	<p>Customer Service</p> <ul style="list-style-type: none"> • When required by our customers, we go the extra mile without question • We stand by our products & believe in doing what we said we would do 	<p>Focus on Productivity</p> <ul style="list-style-type: none"> • Business Excellence is embedded throughout the organisation • We critically review our end-to-end business processes to eliminate non value-added practices 	<p>Expanded Offerings</p> <ul style="list-style-type: none"> • Expanding our product offerings to meet our customers' needs • Offering solutions with unique value propositions
<p>Our competitive advantage...</p> <p>We strive to maintain a high performance workplace for our employees to excel</p>	<p>Our People</p> <ul style="list-style-type: none"> • We believe our people are the ultimate differentiator • We are working to create a culture of empowerment & achievement 	<p>Our Processes</p> <ul style="list-style-type: none"> • High productivity is a competitive advantage • Our processes are designed & managed to optimise stakeholder value 	<p>Our Agility</p> <ul style="list-style-type: none"> • We use mechanisms to identify changes in the external environment & translate these into potential opportunities • We are continually developing our technology portfolio to meet these opportunities

Structure & Governance

The Board	
Approves strategy & leads Gilkes to achieve long-term success	
Chair <ul style="list-style-type: none"> Leads the Board & ensures it operates effectively Maintains a culture of openness & debate Ensures effective dialogue between the Board 	Executive Directors <ul style="list-style-type: none"> Day-to-day management of the business Implementation of strategy

The Management Team	
Responsible for the ongoing management of the business. Runs the business day-to-day & delivers performance in line with the strategic plan. Meets on a monthly basis led by the CEO.	<ul style="list-style-type: none"> Responsible for the development & delivery of business plans & forecasts Monitoring of operational & financial performance Health & safety management Improving quality standards

Some of Our Customers

Hydro



Pumps

