



Scottish Leather Group

Role Profile

Role: Systems Administrator
Reporting to: IT Manager
Location: Bridge of Weir

Scottish Leather Group

Scottish Leather Group Limited is the largest manufacturer of leather in the United Kingdom employing over 600 employees globally, across 7 locations including Scotland, China, Germany, Mexico and the USA. We are proud of our heritage as a long-standing Scottish manufacturer, which is steeped in tradition, and we have prospered through the years by continuously looking forward by adopting best in class manufacturing principles.

Partnering with hundreds of prestigious brands in more than 60 countries, our vision is to be the most successful and respected group of leather manufacturing companies in the world and we are passionate about leading sustainable manufacturing practices, continuous innovation and outstanding service.

The Group is long established with combined experience in tanning and finishing leather of over 500 years. Our specialist leathers are produced for a wide range of industries including automotive, aviation, bus and coach, rail, furniture and custom projects. Our customers include Aston Martin, Volvo, Jaguar Land Rover, Ford, Emirates Airlines, Boeing and Philips.

The philosophy of Scottish Leather Group is a desire to establish the highest industry standards for quality, innovation, value, service and care for the environment whilst upholding our Company values; Integrity, Honesty, Fairness and Respect.



Role purpose:

To provide an efficient and professional 1st and 2nd line support and to provide general administrative support to the IT Department.

Key accountabilities:

- Support client operating systems
- Support third party software installed on PCs
- Set up mobile devices on MDM
- Support network switches via console
- Support telephony system and desk phones
- Understand the IT network topology and infrastructure
- Answer IT Support line from within the Group, screen and direct calls
- Check Backup results and Server Operation checks
- Analyze, diagnose and resolve PC problems
- Produce documentation to record events and procedures
- Visit onsite and provide onsite support
- Audit PCs
- Maintain and control list of User's software installed
- Roll out new PCs to user's specification
- Collate list for WEEE directive
- Wipe all old machines of data after backup
- Introduce and enforce procedures and policies set out by the IT manager or Head of IT
- Basic Linux scripting

Experience Desired

Can demonstrate the internal workings of a PC and diagnostic skills in resolving PC problems. Has experience of commercial third party software and installation processes. Exposure to Active Directory or any LDAP user control system that has the ability to apply policies to users and devices. Has the potential to lead on projects and is aware of their own skillset to know when to ask for help. Clean driving licence and own vehicle is essential for the role.

Key Competencies Required**Communication –**

Can communicate clearly, concisely and consistently with relevance for individual situations and management level audience. Understands, manages and clarifies expectations. Has concern for external customers and gains support whilst influencing peers and stakeholders. Actively develops and maintains healthy working relationships with peers and stake holders for mutual benefit. Works well in a team and understands the hierarchy of experience within the team. Understands when they require help with problems beyond their normal skill set.

Problem Solving –

Display strong diagnostic skills by asking the right question to clarify a situation. Recognising where problems may arise and suggest measure to alleviate or fix. Anticipate future problems and understand complex situations and systems

Achieving Results –

Displays attention to detail in every aspect of their work. Has complete commercial awareness of the business. Is decisive and makes difficult decision in a timely manner. Takes own initiative and uses this to help deploy innovative solutions.

Self-Management –

Is wholly organised and demonstrates effective time management and prioritises workloads. Invests in personal development and is self-aware, authentic and open to feedback. Has belief in their own ability whilst showing concern that they take others seriously demonstrating personal credibility. Shows stress management by having the ability to get the job done

Key relationships

- Head of IT
- Whole IT Team