

KENSA HEAT PUMPS LIMITED**JOB DESCRIPTION****Job Title: IT support / developer**

Workbase: Mount Wellington, near Truro, Cornwall**Normal working hours:** Full time 9 to 5 Monday to Friday

(Note: You may be required to work at another of the company's locations or on-site from time to time.)

Responsible to: Technical Manager

Kensa Heat Pumps Ltd is the UK's leading manufacturer and specialist supplier of ground source heat pump systems. Established in 1999, Kensa supplies its products and services to a wide range of customers, including self-builders, installers, house builders and social landlords.

Due to an increasing number of market opportunities, Kensa is currently seeking an enthusiastic Developer / IT Support to join its busy IT team.

There are two elements to Kensa's business – Kensa Heat Pumps, which deals predominantly with end users and installers; and Kensa Contracting, which deals primarily with larger, turnkey projects and spans market sectors including volume house builders, social landlords and other commercial clients.

Main Purpose of Job:

To assist the company achieve its strategic objectives through the intelligent implementation of IT. This is a broad job and we are looking for someone who is interested in infrastructure maintenance and end user support to developing applications ranging from internet of things data collection to phone app. development.

Environment:

Kensa Heat Pumps operates from two sites, one in Cornwall (production/administration) and one in Exeter (sales/marketing). The role would be predominantly based from the Cornwall office, although certain tasks will need to be performed in our Exeter office.

People dealing with:

End users, installers, suppliers and colleagues.

Key Tasks

1. Maintenance and support of WinMan (our ERP system), including liaison with system vendor as required.
2. Maintenance and monitoring of the company's network infrastructure including file backups.
3. Troubleshooting of user's IT issues both over the phone and in person (approx 45 users in Truro and Exeter offices and 12 remote working).
4. Maintenance of the company's servers (Active Directory, File, SQL)
5. Identification, selection and installation of new IT equipment
6. Development/procurement and support of a system to collect and disseminate data from our web enabled heat pumps. Working from a specification, to help implement and support an internet of things infrastructure with the goal of improving our technical support experience.
7. Other project-based tasks to provide IT skills to the Sales, Marketing, Production and R&D teams.

Key Behaviours and Skills

1. Excellent IT knowledge, skills and aptitude
2. Excellent programming skills (.Net including C# and VB; php, python)
3. To build a comprehensive knowledge of products and to keep updated with changes in product and production procedures.
4. To undertake training and to assist in training other members of staff as required.
5. To actively and positively contribute to any appraisal process and to follow up agreed actions.
6. To remain a positive ambassador of Kensa at all times.
7. To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines.
8. To work at all times in accordance with the company's Dignity & Diversity at Work Policy.
9. To be permitted to work in the UK.
10. To have clear and concise communication skills.
11. To be an effective communicator over the phone.
12. To undertake such other duties as may be required within the general scope of the job.

Person specification

The successful candidate will, be enthusiastic, ambitious, able to work independently and as part of a team. Good attention to detail and ability to work to deadlines is essential.

Package and Benefits

Annual salary of £25,000 depending on qualifications and experience.

28 days holiday (including Bank Holidays), rising progressively to 33 days after 5 years' service.

Other

This job description may be subject to change, in consultation with the postholder, in response to new circumstances.