

Terminal Infrastructure Analyst

Plymouth

An exciting opportunity to work as a Terminal Infrastructure Analyst based in Plymouth within the Terminal Infrastructure IT delivery department of a Global Fortune 500 fuels company.

The Terminal Infrastructure Department provides services to the Commercial, UK and Canada Terminals/Bio_Plants teams. By working closely with other sections of the IT department, 3rd party Terminal Operators and Industry suppliers.

Key tasks/accountabilities:

- » Provide first line support for:
 - Order placement at Terminals
 - eBOL receipt from Terminals
 - Terminal Automated System specialist
- » Management of Service Desk tickets to ensure calls are dealt with and communicated in the correct manner
- » Working with service desk to review logs, monitors and alerts
- » Responsible for the management of the Central Fuel-Facs configuration
- » Responsible for either leading or contributing to projects
- » Working with the team for the delivery of new projects and services into live environment and acceptance of service into operational environment
- » Day-to-day liaison with key partners and third party local suppliers, including issue escalation.
- » Adherence to operational procedures and industry best practices
- » Responsible for ensuring support of operational processes
- » Responsible for ensuring documentation is produced for services and activities are consistent with best practice

Essentials:

- » Science, Technology, Engineering or Maths based Degree
- » Understanding of Fuel Terminals
- » Extremely strong communications skills
- » Ability to travel
- » Excellent problem solving skills.
- » High level of self-motivation.
- » Excellent communication skills
- » Team player
- » Delivery output focused
- » Ability to work on a on call rota

Desirables:

- » Knowledge of the Oil industry
- » Road fuel supply chain
- » ITIL qualification

People are key to our continuing success; we work hard to reward, develop and retain staff. We offer a competitive salary, career progression opportunities, along with a comprehensive benefits package which includes;

- » 25 days holiday per year, increasing by 1 day after 5 years' service for every full year up to a maximum of 30 days plus bank holidays
- » Private Medical Insurance
- » Worldwide Travel Insurance
- » Company Pension
- » Life Insurance cover of 4 times basic salary
- » Eye Care Vouchers, Flu Jabs
- » Ride to Work Scheme
- » Access to a discount site for promotions on eating out, health and leisure etc.
- » You will also have access to the 24/7 Employee Assistance Programme.
- » Free tea/coffee, fruit.

If you are an experienced Insurance Claims Administrator, looking for your next career move we would love to hear from you. Please submit a current CV along with a cover letter in support of your application.

Applications without a covering letter will not be considered.

Please note, due to the volume of applications we regret to advise you that we are unable to respond to Candidates who are not short listed for interview.

If you should have any queries regarding this position please call Debbie Rees 01827 302298

NO AGENCIES – Thank you.

Greenergy