



## Job specification – IT Support Desk

---

Location: **Isle of Man**  
Reports to: **Head of Tech**  
Date published: **1/8/2016**

### About the role

As a first point of contact for our staff, your job is to help ensure the success of our business by rapidly responding to support requests.

You will help identify the severity of reported issues and either resolve them or allocate them to a member of the development team as appropriate.

You will have a "can do" attitude and a willingness to "dig down" into an issue to find its root cause. You will be able to communicate your findings accurately to other team members and see them through to resolution.

The ideal candidate will possess the following attributes. However, training will be provided if a candidate is able to demonstrate the right attitude for the role and desire to learn and progress:

### Key skills/attributes

---

- Analytical/problem-solving skills
- Ability to write MySQL and/or Oracle DB queries
- Basic understanding of PHP, JavaScript, HTML and/or CSS
- Experience with the CodeIgniter framework or other frameworks
- Experience with Git or other source control systems
- Experience with Jira Service Desk
- Basic knowledge of Linux
- Good communication skills
- Willing to "go the extra mile" to support our customers and staff

### Got what it takes?

Tell us about yourself at [jobs@plan.com](mailto:jobs@plan.com)

### About plan.com

plan.com is the UK's fastest growing business communications provider.

We're technology-led and invest heavily in our award-winning online portal, which our partners use to generate quotes, close deals and manage customers.

Thanks to our portal, we've torn up the rulebook and changed the industry. It gives our partners unprecedented levels of flexibility and control, helping them to open and close deals, as well as deliver exceptional service even when they're away from their desks.

Along with our outstanding customer service and impressive commercials, it's the reason we're number one.

### What's in it for you?

---

- Competitive package
- Bonus scheme and recognition awards
- Company-wide pension scheme
- Private health insurance
- Flexible personal interest allowance
- Personal development and training
- Generous holiday allowance and paid bank holidays
- Extra half day holiday on your birthday every year
- Family friendly with maternity/paternity allowance
- Wide range of social events including legendary Christmas and summer parties
- Excellent exposure in a fast-paced environment whilst being challenged and rewarded