



SENIOR IT SUPPORT ENGINEER

JOB PACK

Support and guidance for candidates



TABLE OF CONTENTS

- Welcome to Gardline
- Our Mission
- Our Values
- Boskalis - Our Parent Company
- Organisational Architecture
- Top Talent Opportunity
- Human Excellence
- How to Apply
- Your Interview
- Helpful Information

WELCOME TO
GARDLINE

Dear applicant

Thank you for your interest in the Senior IT Support Engineer role at Gardline Limited. The successful candidate will be responsible for providing a proactive and comprehensive support service to the business both on and offshore as there will be occasional travel to vessels for maintenance. You will collaborate with members of the IT team to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes



Gardline Limited values diversity and is committed to creating an inclusive workplace where everyone can thrive. We welcome applications from individuals of all backgrounds and experiences.

For more detailed information about the role and the application process, please refer to the accompanying documents. Should you have any questions about the position, feel free to reach out to our Recruitment Team at recruitment@gardline.com.

If you are interested in working for us and believe that this job suits you, I encourage you to apply.

Best regards,

Sam Massingham

Head of HR



MV OCEAN RESOLUTION

WHO WE ARE OUR MISSION

Everything we do is shaped by our vision and mission. From the people we recruit to the solutions and services we develop, we constantly strive for excellence, with industry leading, problem solving through offshore data-driven insight. By providing high quality data and expert analysis, we lay the foundations for efficient progress and sustainable growth.

We empower our energy clients through our marine surveys, with integrity, excellence and innovation; the keys to our success. You'll find such qualities in our people, our environment and our policies and practices. It's the way we encourage our staff to think, speak and behave. Above and below sea level, Gardline performs second to none in both worlds.

Our vision

The importance of in-depth marine survey will continue to grow, especially due to the challenges of a transforming energy sector.

Our mission

Gardline empowers the transforming energy sector by providing second to none marine surveying.

Our future

With intelligent solutions, smart project control and in-house developed technologies, we work with our clients to deliver a cleaner, safer environment for tomorrow. Above and below sea level, Gardline performs second to none in both worlds.

WHO WE ARE OUR VALUES

Our Values: Setting the tone for 'how we do things around here'

Safety

Our people and their safety is the core of our success. Safety is the top priority in everything we do. Our behavioural safety program NINA targets No Injuries No Accidents to safeguard our colleagues and suppliers.

Responsibleness

We are committed to conduct our business with integrity, honesty and fairness. Integrity is a prerequisite for success and an important cornerstone of our reputation. The impact of our activities on society and the environment is a key element in the way we conduct our day-to-day business.

Professionalism

We strive to achieve the best results for the job without making promises we cannot deliver. With our expertise and experience in project management, operations and risk management we seek to deliver our projects safely, on time and within budget.

Entrepreneurship

We offer innovative, competitive and sustainable solutions for our clients. With our strong business sense, we are forward thinking, exploring new ideas and opportunities. We take pride in creating new horizons.

Teamwork

By working together we create new horizons. We approach our complex and specialist work with a collective mindset and the objective to excel. Collaboration within teams and cooperating with clients, suppliers and other stakeholders allows us to get the job done.

OUR PARENT
COMPANY



BOSKALIS

A leading global dredging and offshore contractor and maritime services provider, Boskalis offer a unique combination of experts, vessels and activities. With their origins in the Netherlands, Boskalis have been operating for over 100 years. Today they create new horizons for their stakeholders in the ports, offshore energy, maritime and inland infrastructure markets. Boskalis acquired Gardline in 2018 and since then have been instrumental in the development, improvement and success of the business. We work closely with our counterparts in Papendrecht across the business. If you would like to find out more about Boskalis, visit www.boskalis.com.

ORGANISATIONAL ARCHITECTURE

SURVEY

Our Survey Division is responsible for end-to-end survey management, for our fleet of multi-role survey vessels and takes care of our offshore survey and marine crew. They organise crewing and travel needs, procuring supplies for the vessels, mobilisations, data acquisition and project management through to the final deliverable report to the client.

GEOTECHNICAL

Our Geotechnical Division is responsible for end-to-end geotechnical management for our fleet of geotechnical vessels including, taking care of our offshore geotechnical crew, project management, data acquisition and analysis in our onshore laboratory, contributing to the final deliverable report to the client.

ENGINEERING

Our Engineering Division is responsible for ensuring that all our equipment and technology is in good working order, available and on the vessels in good time, ready for our projects. The Workshop and Logistics Departments take the lead on this, whilst our Research and Development Teams work on equipment improvement and innovation. Our Positioning Team work on our navigation systems, ensuring we are in the right place at the right time.

CENTRAL SERVICES

Central Services in Gardline comprises of the business functional needs, such as IT, Finance, HR, SHEQ, Facilities and Legal Departments and are essential in the smooth running of the business both operationally and for our people.

TOP TALENT OPPORTUNITY

SENIOR IT SUPPORT ENGINEER

TEAM: Central Services

REPORTS TO: IT Manager

LOCATION: Onshore. Endeavour House, Admiralty Road, Great Yarmouth, NR30 3NG

DURATION: The position is a full-time, permanent role, 37.5 hours per week.



TOP TALENT OPPORTUNITY

MAIN DUTIES

The successful candidate will be responsible for providing a proactive and comprehensive support service to the business both on and offshore as there will be occasional travel to vessels for maintenance.

Your responsibilities as a Senior IT Support Engineer

- Collaborate with IT team members to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes.
- Fault finding diagnostic and repair of computers hardware and software either remotely or in person.
- Supporting members of the IT team with escalations and training. Providing IT support to all staff with the business with required (first and second line)
- Escalating problems to the appropriate next level of support when necessary
- Being proactive in identifying potential technical and process improvements.
- Provide out of hours adhoc support to the business
- Create and maintain document as it relates to system configuration, mapping, processes, and service records.
- Occasional travel to vessels for systems/software maintenance

TOP TALENT OPPORTUNITY

PERSONAL SPECIFICATION

You can move ahead as a Senior IT Support Engineer if you have;

Required Qualifications and Skills:

- Minimum 5 years' experience providing desktop support including knowledge of current operating systems.
- A good understanding of networking equipment and standards
- A good understanding of Office 365, AzureAD and Intune
- GCSE or A levels in English, Maths and Science and IT
- Microsoft qualifications
- Full Cleaning Driving Licence
- Flexible and adaptable, to work in a changing environment and be open to new ideas.
- Communicates in a clear open and honest way and encourages constructive feedback. Excellent communicator both written and verbal.
- Good attention to detail and string problem-solving
- Team spirit and a collaborative work ethic



HORIZON GEODRILL

WHAT YOU CAN EXPECT HERE

HUMAN EXCELLENCE

Human Excellence is all about creating an environment at Gardline where you feel safe, connected and involved. Where you can work on your talents and bring out the best in yourself. It's about knowing and being able to be yourself, enjoying your work, being distinctive and finding balance in your work. We encourage everyone to constantly work on this and offer you the tools to support you. Human Excellence consists of four focus areas:



**Performance &
Development**



Vitality



**Internal
Mobility**



**Diversity &
Inclusion**

APPLICATION & INTERVIEWS

HOW TO APPLY

Before you apply

Before you apply, please ensure that you have the necessary documentation (if applicable) including:

- Right to work in the UK
- Ability to pass any role specific training requirements

How to apply

Please apply by uploading your CV and Cover Letter to our careers site.



APPLICATION & INTERVIEWS

YOUR INTERVIEW

Interviews

Should your application reach shortlisting, a member of our Recruitment Team will be in touch to schedule an interview. This will be at either one of our offices in Great Yarmouth or via Microsoft Teams. The interview may last up to 60 minutes with additional interviews scheduled afterwards if necessary.

We have three office locations in Great Yarmouth. Please take note of the location of your interview.

Endeavour House

Admiralty Road
Great Yarmouth
Norfolk
NR30 3NG

Prospect House

Hewett Road
Hewett Park
Great Yarmouth
Norfolk
NR31 0NN

Hewett Park

Hewett Road
Hewett Park
Great Yarmouth
Norfolk
NR31 0NN

APPLICATION & INTERVIEWS

HELPFUL INFORMATION

Getting You Ready For Interview

To help you do your best at your interview, we have collated some helpful facts about Gardline which might be of help to you.

- Gardline was founded in 1969
- We employ over 500 people both onshore and offshore
- Gardline is a wholly owned subsidiary of Boskalis
- We have a fleet of 12, privately owned survey vessels
- We undertake geophysical, geotechnical and environmental surveys for offshore wind and oil and gas majors all over the world
- We provide marine surveys and data which support the construction of offshore energy assets
- We are known for our experienced staff, dedicated vessels, and state-of-the-art equipment.



GET IN TOUCH

recruitmentgardline.com

