

Logistics Operations Engineer

Fulltime | Chalgrove Oxfordshire, Great Britain

Job Summary

As a key member of the onsite team, you will be providing systems support within a highly technical and automated warehouse. Supported by product specialist via a service desk you will provide software support, customer guidance, continuous improvement, change and incident management.

Duties and responsibilities include, but are not limited to:

- Observe and analyse the system functions and performance
- Incident Management
- Problem Management
- Change Management
- Continuous Improvements
- System updates
- Customer and 3rd party management
- System health-check and performance
- Hardware management (clients, peripherals, and servers)
- Server administration
- Reporting
- Log file navigation (Linux)
- KPI adherence
- Bespoke software application support

Skills/qualifications

- Customer services or 1st line experience (software)
- Knowledge of Linux and Windows (client and server)
- Knowledge of databases
- Knowledge of networks and topologies
- Knowledge of computer hardware and peripherals
- Fluent in English
- Strong skills in report development and Excel
- Understanding of ITIL
- Ability to communicate with all levels within an organisation

Desirable

- Computing degree or 5 years' experience in an IT field
- An understanding of warehouse operations and supply chain management
- 3-5 years related experience in warehousing, high volume manufacturing, distribution, production planning and/or transportation environment



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- Knowledge of Warehouse Management and Control systems
- Bilingual (English / German)
- Operational experience within an automated distribution facility

Important behaviours to have in line with our company values

- Appreciation – Recognises the achievement of others
- Creativity – Is resourceful and innovative
- Courage – Willing to learn and try new things
- Openness – Always approachable and helpful
- Reliability – Consistently gives their best

Local benefits

Some locations have local benefits; please speak to a member of the management team.

