



Livingston James



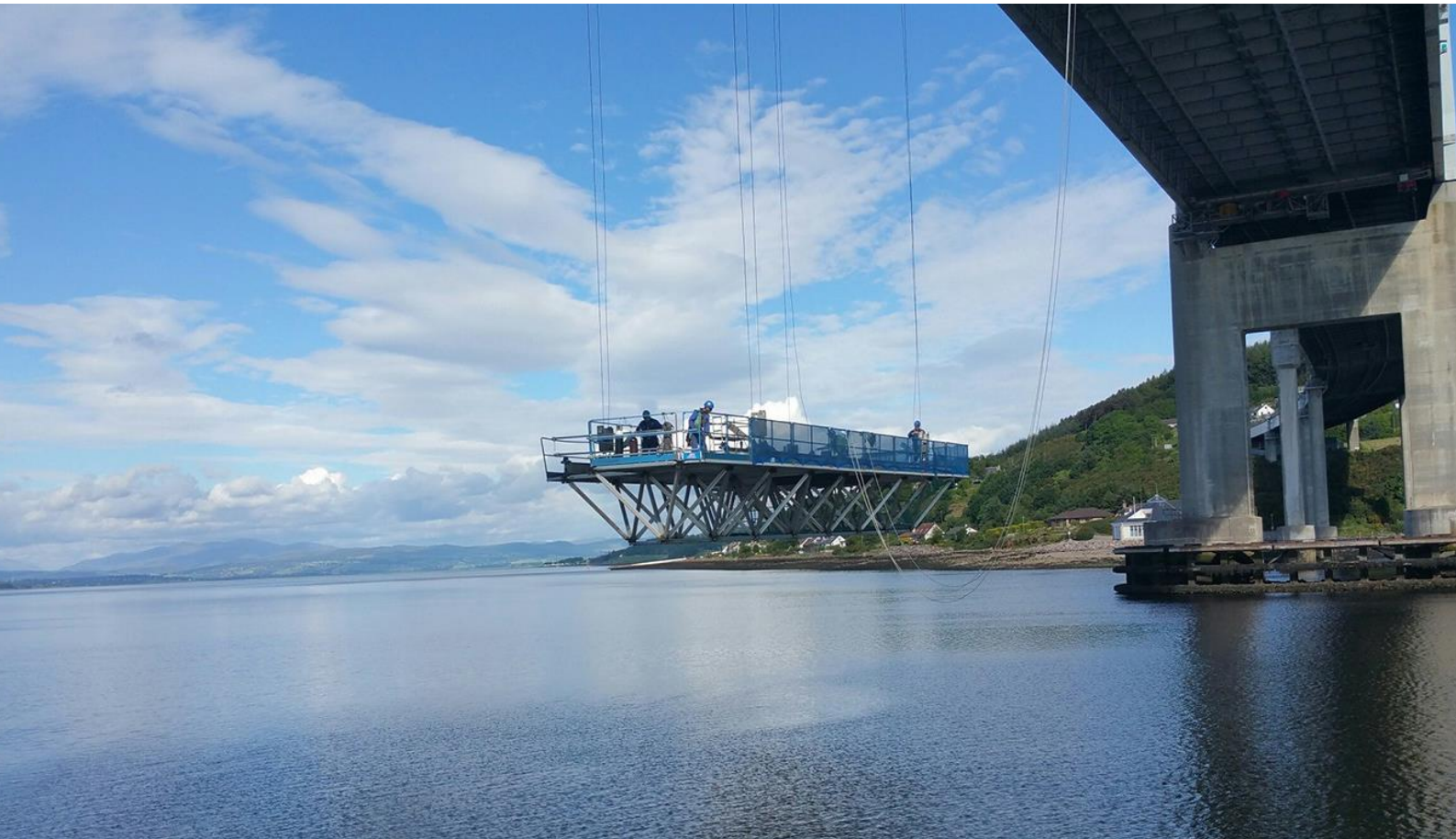
POSITION PROFILE

Site Services Technician

Contents



The Company	3
Background to Current Opportunity	5
The Role	6
Preferred Candidate Background	7
Remuneration & Recruitment Process	8





Founded in 1866, The Denholm Group is a fifth-generation family business. To ensure the continued strength of the Group, each generation has carefully considered the longer-term view of the future. That is why today, The Denholm Group has purposefully evolved into four divisions: Shipping, Logistics, Seafoods and Industrial Services. Through this structure, The Denholm Group is able to manage its risk by having a number of different businesses influenced by various differing factors. Each division originates from shipping or maritime-related services and has developed and expanded its products and services to meet the ever-evolving market influences and customer requirements. This approach benefits all stakeholders, including shareholders, employees, customers, partners, suppliers, and the local communities in which we work.

Overview of The Denholm Group's Four Divisions:

Denholm Shipping

The fleet comprises three ships: two 38,000 deadweight tonne bulk carriers, 'MV Mountpark' and 'MV Glenpark', which were delivered in 2016 and 2017 respectively; and a 37,000-deadweight tonne bulk carrier, 'MV Wellpark', which was built in 2014. The fleet, which sails under the British flag, is commercially managed by Denholm Coates, a London-based subsidiary. The ships are technically managed by Anglo-Eastern from their Hong Kong office.

Denholm Coates is our shipbroking and commercial management business. It focuses on the international dry cargo market covering bulk carriers, multi-purpose vessels and heavy lift ships. Denholm Coates also provides a specialist service to move cable for the telecommunications industry.

The Denholm Group also holds a 26% shareholding in Anglo-Eastern Univan Group, one of the world's largest ship management companies, technically managing over 650 ships from offices around the world.

Denholm Logistics

Denholm Logistics is a division of the Denholm Group, providing regional, national, and global logistics solutions and port services. Serving customers across the UK and Ireland, we leverage our footprint and global network to provide the quality of service that enables our customers to meet their commitments.

Each business within the Denholm Logistics division has an established track record, with a core expertise that has been honed over decades. Their mantra is to provide a consistent and reliable service to customers as their requirements continue to evolve at an accelerating pace.



Denholm Seafoods

Fishing at sea can be tough, challenging work. To help skippers manage their existing boats, or upgrade to more modern, efficient boats – or to help them secure their first fishing vessel – Denholm Fishselling supports fishing businesses and their local communities, including investing in boats and quota, together with the skipper and their family. Currently, Denholm has investments in over 20 fishing companies and partnerships. It also helps skippers market their catch and manage the operational requirements and commercial administration of running a fishing business, as well as supplying chandlery provisions needed to run a fishing boat. In essence, by working with Denholm Fishselling, skippers can focus on their true passion - landing a quality catch.

Denholm Seafoods processes pelagic fish caught from sustainable fisheries in the rich waters of the North East Atlantic. Principally mackerel, herring and the delicacy herring roe are processed at its quayside plant in Peterhead, Europe's largest fishing port. The factory is supplied primarily by the boats that are owned by business partners, who own modern pelagic trawlers. Their customers expect high-quality fish products with full traceability, and Denholm Seafoods consistently meet their expectations by working collaboratively with our fishing partners, combined with stringent quality standards and controls.

Denholm Industrial Services

Adopting the latest in safety and technological innovation, Denholm's industrial service offering includes industrial painting and surface preparation, insulation, scaffolding and specialist access solutions whilst ensuring that all employees and associated third parties work within a safe environment in what are often challenging circumstances.

The division also provides containment and environmental encapsulation to protect civil, industrial, and military structures and assets from the elements. The skills and expertise of its technicians in evaluating the condition of metal and floor surfaces, surface preparation and coating system applications can reduce maintenance periods and improve structural longevity.



Background to Current Opportunity



Denholm Group is looking to appoint an experienced Site Services Technician. This is a full-time role, to be based in the Yeovil Office.

As the business has evolved and grown over the generations, there has been no compromise on a culture of integrity, professionalism, and ambition. With a turnover of c.£400 million and c.1700 employees and diverse divisions, this is a fantastic opportunity for a Site Services Technician to provide support and maintenance for IT infrastructure, troubleshooting hardware and software issues to ensure minimal downtime and optimal performance to support this diverse business.

The IT department supports the entire group and is a pivotal part of the Denholm business. With our IT strategy guiding transformation of the organisation, we are looking to strengthen the team and move from a break-fix function, into a strategic partner adding significant value and supporting service delivery.





The Role:

As Site Services Technician, you will be responsible for:

- Providing hands-on technical support and maintenance for the IT infrastructure
- Troubleshooting and resolving hardware and software issues directly at user locations, ensuring minimal downtime and optimal performance
- Providing on-site technical assistance for hardware, software, and network issues
- Installing, configuring, and maintaining computer systems, peripherals, and network devices
- Troubleshooting, diagnosing and resolving technical problems promptly and efficiently
- Performing regular maintenance and updates on IT equipment and systems
- Educating users on best practices and providing guidance on IT-related queries
- Maintaining accurate records of issues, resolutions, and service activities
- Other duties as may be reasonably required of you by the Management or Senior Management of the Company. You should be aware that you may be called upon, from time to time, to act in a capacity outside your normal duties, e.g. in cases of absence, sickness or holidays of other members of staff, or areas where your specialist expertise would benefit the business





The Individual:

To be successful as Denholm's Site Services Technician, you will require:

- A minimum of 3 years of experience in IT support or a similar role.
- Proficiency in operating systems, networking fundamentals, video conferencing, troubleshooting and common IT support tools.
- Bachelor's degree in information technology, Computer Science, or a related field.
- Relevant certifications in field is preferred.

In addition to a strong technical skillset, you will require:

- Excellent verbal and written communication skills.
- Strong analytical and troubleshooting abilities.
- High level of customer service orientation.
- Ability to work effectively in a team environment.
- Flexibility to adapt to changing technology and business needs





This is a fantastic opportunity to join a highly established business, contributing to the organisation's digital transformation. In return, the successful candidate will receive a competitive salary, information available upon request.



Rachel Sim, CIO Services

T: 07880 032 803

E: rachelsim@livingstonjames.com

- The search and selection process of this assignment is being managed by Rachel Sim
- Selected professionals will then be invited to interview with selected shareholders and stakeholders
- All third-party applications, enquiries and direct approaches to Denholm will be referred to Livingston James

Denholm Group is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.