



ROLE PROFILE

JOB PURPOSE

The IT Support analyst will report to the IT Systems Manager

The UK IT operations team comprises of 5 support staff and an IT Systems manager these are based across our offices at Norwich, Maidstone, Witham and London. The operations team provide technical support and service delivery for all technology systems including desktop, server, network infrastructure components and all Media applications. We are currently embarking on the introduction of a central I.T Service Desk and this will be operated within the main business hours from our London Office. This new position will be primarily to support the flow of Service desk calls and to provide 1st level support to our user community.

ACCOUNTABILITIES

Providing IT support to the company at Service desk and 1st level support

- Log all support calls made to IT whether by phone, email or in person.
- Providing a high level of customer service by owning some support calls from start to finish while responding to requests in a timely manner that meets the user's expectations even when the call is escalated.
- Work with support colleagues and the IT Systems Manager to provide user support of the steady state infrastructure.
- Build, image and otherwise configure desktop computers, thin clients and laptops.
- Create new user accounts and email; disable departing employee's accounts.
- Support office tasks including but not limited to telephone troubleshooting/installation, desk moves, equipment loan.
- Assist with office relocations. With reasonable notice this time may be swapped for Saturday working (to allow such things as desk moves).
- Supporting colleagues by being flexible and working alternate hours as the need arises.
- Willingness to travel to other UK locations where necessary.

COMPETENCIES

Responsive and helpdesk skills

- Windows desktop OS software, particularly XP, (Windows 7 desirable)
- A knowledge of Office suite applications
- Some knowledge of key desktop application software
- Some knowledge of Virtual environments
- Some knowledge of Microsoft/Linux Server environments
- Any knowledge of email concepts
- Communication skills sufficient to clearly deliver solutions to users who might not be confident with computers
- Understanding of a helpdesk environment.
- Very basic understanding of the company's industry
- Good mechanical sympathy.
- A "roll the sleeves up" attitude to varied tasks.
- A drive and determination to build a career in IT and a willingness to take the opportunities available to learn the skills required