

## Job Description

**Job Title: Technology Support Analyst**

**Reporting to: Applications & Technology Manager**

**Department: Business Solutions Team (IT)**

### Overview

The role calls for an experienced Technology Support Operative with an impressive track record in solving user connectivity, network, comms and hardware issues, demonstrating strong technical knowledge. Key to success is excellent communications with user community and service providers, understanding the requirements of both and affecting solutions that work, quickly. The candidate should have knowledge and experience of what good change control procedures looks like & a methodical & constructive approach to problem solving.

Working a standard 7.5 hr day with shifts staggered between 7am and 7pm

### Primary Duties & responsibilities

The main function of the TSA is to provide first line support on E&C's systems and infrastructure; hardware, operating software, network infrastructure, comms, security, DR & BC.

- ❖ Providing ongoing support & troubleshooting of existing company technology, including, but not limited to, operating software (windows & MAC), remote access, laptops, PC's, comms links, system access, servers, printers and mobile phones.
- ❖ Support system users with documentation & procedure guidelines
- ❖ Set up & issue hardware & software for new users
- ❖ Organise replacements for broken/lost equipment
- ❖ Manage & administer user access levels/permissions
- ❖ Active Directory management & maintenance
- ❖ Responsible for asset management (licences, warranties)
- ❖ Dispose of obsolete assets
- ❖ Assist Manager in managing support agreements
- ❖ Monitor and report on system performance
- ❖ Responsible for monitoring system jobs & job queues
- ❖ Manage and administer user access levels & permissions

### Infrastructure

- ❖ Windows virtual servers on a VMware infrastructure with HP SAN technology.
- ❖ Networking core is Cisco with WatchGuard Firewalls.
- ❖ End user computers are Windows HP desktops and laptops and some Macs.

## Person Specification

	<b><i>Essential</i></b>	<b><i>Desirable</i></b>
Qualifications/ Training	<ul style="list-style-type: none"> <li>• Good Education to A level or equivalent</li> <li>• A level or equivalent qualification in IT</li> </ul>	<ul style="list-style-type: none"> <li>• Computing degree, Business Degree or equivalent</li> <li>• MCP or other industry standard qualifications</li> </ul>
Knowledge/ Experience	<ul style="list-style-type: none"> <li>• Minimum 1 years' experience in 1<sup>st</sup> line IT support role in an end user department or experience in a similar service delivery role</li> <li>• Advanced MS Windows OS/Office &amp; MAC troubleshooting skills</li> <li>• Networking knowledge for user connectivity troubleshooting and patching</li> <li>• Experience of user set-up and configuration</li> <li>• Permissions management</li> <li>• Experience of hardware (PC, Laptop, Tablet and Mac) set up (including printer setup and support)</li> <li>• Experience of software install &amp; configuration &amp; printer set up</li> <li>• SCCM 2012 R2 Deployment Services Administration and use</li> <li>• Knowledge of exchange/Office 365 Administration</li> <li>• Understanding of security/compliance issues</li> <li>• Understanding of printers</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using ITIL incident management platform</li> <li>• MS NAVision User setup</li> <li>• 3 years' experience in similar role</li> </ul>
Skills/ Abilities	<ul style="list-style-type: none"> <li>• Must be able to work autonomously but also be a good team player</li> <li>• Excellent interpersonal and strong communication skills – ability to engage at all levels</li> <li>• High level of accuracy &amp; attention to detail</li> <li>• Initiative &amp; ownership</li> <li>• Strong prioritisation and organisational skills</li> <li>• Pro-active approach</li> <li>• Strategic thinker – the ability to anticipate problems</li> <li>• Collaborative/cross functional worker</li> <li>• Commitment to delivering a high standard of work</li> </ul>	