

## it support analyst

**Job Title Interior:** IT Support Analyst

**Department:** IT

**Location:** SE1 ONE

**Salary:** Competitive

**Description:**

To provide 1st/2nd line technical support to a user base of approximately 300 users. The candidate will join a team who are the initial point of reference for IT issues and operate in a fast-paced environment. The candidate will be expected to adhere to internal service level agreements and deliver consummate customer service. The role will suit someone with strong analytical and troubleshooting skills, an inherent sense of organisation, and a progressive attitude.

**Main Responsibilities**

- As part of a team provide technical support to approximately 320 users
- To provide support to a range of devices including Workstations, PCs, Tablets, Printers and Telephony devices
- Provide a customer focused service in line with the agreed service levels
- Collaborate effectively with IT staff in the delivery of projects where applicable
- To provide additional support for network, infrastructure and communications systems
- To assist in infrastructure maintenance and documentation
- To assist with hardware configuration, maintenance and deployment
- Provide cover within the IT team when required
- Ability to work extended hours and weekends if required

## PERSON SPECIFICATION

### Skills and Capabilities

Candidates must be able to demonstrate the following skills:

- Demonstrable experience in providing IT support at all technical levels, and use of a dedicated helpdesk solution to manage support issues
- Demonstrable knowledge of the Microsoft Windows operating system, and practical knowledge of maintaining and troubleshooting this product
- Experience with CAD/Design based applications a distinct advantage
- Experience with standard desktop applications is essential i.e. MS Office, Adobe Software
- Extended knowledge of computing hardware
- Evidence of Windows server administration
- Active Directory experience – User/Computer account creation and administration
- Working knowledge of DHCP, DNS, WINS and Group Policy Management
- Demonstrable knowledge of automated OS and software deployment. SCCM preferred
- Working knowledge of network infrastructure and networking principals. This must include patch panel administration
- Excellent communication skills, both written and oral
- Ability to manage competing priorities and working to tight schedules
- Ability to work with suppliers and technology partners where appropriate
- Ability to implement and document changes
- Ability to troubleshoot and problem solve a variety of IT issues
- Evidence of a proactive approach to tasks
- Ability to work constructively within a team

If you are interested in applying for the role please send your cv to [careers@tpbennett.com](mailto:careers@tpbennett.com).