IT Support Analyst

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Job Title: IT Support Analyst

Departments: IT

Location: London

Job Purpose:

To provide 2nd/3rd line technical support to a user base of approximately 380 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 exceptional customer service. The nature of the applications in use demands a compute intensive environment, with high performing and resilient infrastructure. The role will suit someone with strong analytical and troubleshooting skills, an inherent sense of organisation, and a progressive attitude.

Key responsibilities and accountabilities:

- As part of a team provide technical support to approximately 380 users
- To provide support to a range of devices including Laptops, Workstations, Tablets, Mobile Phones, Printers and Video Conferencing 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
- To assist with software deployment
- Provide cover within the IT team when required
- Ability to work extended hours and weekends if required
- Fulfil your role in an environmentally and socially responsible manner, factoring in sustainability into key decision-making.

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 supporting Office 365 and Teams
- Experience with standard desktop and cloud-based applications is essential i.e. MS Office, Adobe Software
- Extended knowledge of computing hardware
- Evidence of Windows server administration
- Active Directory/Azure AD experience – User/Computer account creation and administration
- Working knowledge of DHCP, DNS, and Group Policy Management
- Demonstrable knowledge of automated OS and software deployment. SCCM preferred

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- 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

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If you are interested in applying for the role, please send your cv to careers@tpbennett.com