

Job Title:	IT Support Analyst
Department:	IT
Location:	London
Reporting to:	Desktop Services Lead

Job Purpose:

We are seeking a skilled and motivated 1st/2nd Line Technical Support Specialist to provide high-quality IT support to a user base of approximately 400 staff. In this role, you will be the first point of contact for IT issues, working in a fast-paced environment alongside a dedicated support team.

Key responsibilities include troubleshooting and resolving technical issues, ensuring adherence to internal service level agreements, and delivering exceptional customer service. Given the compute-intensive nature of our applications, this role requires a strong understanding of high-performance and resilient IT infrastructure.

The ideal candidate will have excellent analytical and problem-solving skills, a structured and organized approach to work, and a proactive mindset toward continuous improvement.

Key responsibilities and accountabilities:

- As part of a team provide technical support to approximately 400 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
- Assistance with client meetings
- Ability to work extended hours and weekends if required

www.tpbennett.com

London

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Qualifications, experience, and 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
- 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 & Intune 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

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