

JOB DESCRIPTION

IT Support Analyst

| | |
|-------------------|--|
| Salary: | £ Market Rate |
| Type: | Full-Time, Permanent |
| Division: | Central Functions |
| Location: | High Wycombe with travel to locations across the UK |
| Report to: | Senior IT Support Analyst |
| Benefits: | Private Health Care, Laptop and Smartphone |

Main Purpose of the Role

Reporting to the Senior analyst, the IT Support Analyst will be working as part of a small team providing IT support to Smartcomm's IT equipment including the servers, network and laptops etc. and to colleagues to ensure their IT requirements are met to a high standard. They will also be liaising with relevant 3rd party suppliers of IT services. The successful applicant will have prior experience in an IT support role, knowledge in IT hardware and software support and proficient skills with Microsoft Windows operating system and Office applications. A professional manner will be expected at all times while dealing with colleagues and clients whilst carrying out these duties and representing Smartcomm.

Main Responsibilities

- 1) Maintaining of Smartcomm IT infrastructure including servers and network.
- 2) Supporting anti-virus and anti-spam systems deployed by Smartcomm, to ensure that Smartcomm is protected from malicious IT threats like viruses and spam etc.
- 3) Monitoring server and system logs to identify potential issues before they affect business function.
- 4) Issue and remove accounts and permissions as staff join and leave Smartcomm.
- 5) Setup hardware, including the configuration and installation of desktops, laptops, mobile devices and VOIP phones
- 6) Diagnosing and resolving IT issues encountered by colleagues as they arise.
- 7) Keeping an up to date detailed Smartcomm IT equipment register
- 8) Ensure that passwords, files, configurations etc. are backed up sufficiently while being worked on and archived in the arranged Smartcomm server / cloud location at the end of an activity.
- 9) Ensure that all company policies and procedures are followed at all times.
- 10) Maintain high standard of appearance and wear safety clothing provided when necessary.
- 11) Carry out any other duties as required by your line manager.

Qualification and Experience

Key Skills & Achievements

| Required | Desired |
|---|--|
| Successful candidate must demonstrate the following skills and experience: | Although not required, it would be an advantage to be able to demonstrate the following: |
| At least 3 years' experience of IT or networking support or equivalent educational background. | Experience in server or database maintenance. |
| Proficient with Microsoft operating systems and Office applications. | Degree level education in an IT discipline. |
| Excellent communication with clients and colleagues both verbal and written. | Based in the West London area, Berks or Bucks, M40 M4 corridor |
| Professional practice and appearance. | Specialist IT qualifications such as Microsoft or Cisco |
| Good time keeping and ability to plan and organise projects and schedule work. | Additional support/maintenance experience with any of the following: Microsoft Server 2016, Azure Active Directory, WSUS, Power Shell, SQL Server, Hyper V, Office 365, Windows 10. |
| Able to work both as part of a team or independently | |
| Be organised and flexible with the ability to approach different types of tasks during the working day. | |
| Able to keep high quality detailed records of work completed. | |
| Full clean driving licence (minor points will be considered). | |
| | |
| | |

To be considered for this position, please submit a copy of your current CV to info@smartcomm.co.uk.