

JOB DESCRIPTION

Junior 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 Junior 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. The successful applicant will have an interest in fixing technical problems and enthusiasm to for continual learning. Applicant will need to be comfortable using Microsoft Windows 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) Issue and remove accounts and permissions as staff join and leave Smartcomm
- 2) Setup hardware, including the configuration and installation of desktops, laptops, mobile devices and VOIP phones
- 3) Diagnosing and resolving IT issues encountered by colleagues as they arise.
- 4) Keeping an up to date detailed Smartcomm IT equipment register
- 5) 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.
- 6) 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.
- 7) Assisting in maintenance of Smartcomm IT infrastructure including server and network.
- 8) Ensure that all company policies and procedures are followed at all times.
- 9) Maintain high standard of appearance and wear safety clothing provided when necessary.
- 10) Carry out any other duties as required by your line manager.

Qualifications, 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:
A levels or equivalent experience in ICT or Computing.	Experience of IT and or networking support.
Reasonable ability in the use of Microsoft Office and Windows operating system.	Based in the West London area, Berks or Bucks, M40 M4 corridor
Excellent communication with clients and colleagues both verbal and written.	Experience providing either on-site or remote assistance resolving IT related issues.
Professional practice and appearance.	
Good time keeping and ability to plan and organise projects and schedule work.	
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.	

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