# IT Support Analyst

**Job Description**

**Accountable to** Finance Manager

## Job purpose

* To provide a first line and second line IT help desk service to Together Offices and Sites, ensure that issues are logged and resolved promptly in line with the agreed priorities, and ensure that end users are updated with the current status of any issues.
* To prepare, deliver, install and process returns of IT equipment used by Together staff.
* To setup and maintain user access rights in line with Information Governance policy and with approved requests.
* To undertake specific IT projects as required by the IT Consultant/Manager.

## Key responsibilities

* To provide technical support to telephone and e-mail requests from users for all IT services.
* To log support calls and document their outcome within the Helpdesk software. To escalate unresolved issues as required.
* To proactively provide information to users on the progress of outstanding support calls.
* To troubleshoot issues and find solutions to problems.
* To deploy IT Equipment including new installations and the secure recycling and redeployment of existing IT equipment to documented standards.
* To install, configure and maintain operating systems, security, anti-virus and business software to agreed standards.
* To assist in the compilation and maintenance of an accurate hardware and software inventory.
* To liaise with any third party suppliers as required.
* To assist in maintaining the network and performing routine procedures as required.
* To provide at all times a professional, courteous and timely response to individual users.
* To undertake projects of a level commensurate with the responsibility of the post, as designated by the IT Consultant and Manager
* To undertake such other work as may be assigned which is consistent with the nature of the job and its level of responsibility.

***Information Governance***

All use of IT equipment and systems within Together is subject to the Information Governance Policy and the associated Data Protection requirements. IT Support staff have privileged access to equipment and systems. The job holder is required to follow the information governance policy at all times, to maintain end users and service users trust in the security and confidentiality of Together’s systems, and to follow instructions from the IT Consultant and Manager in respect of security and confidentiality. Any breach of this policy may be the subject of disciplinary procedures.

***Equal Opportunities Statement***

We acknowledge the unique contribution that all Together employees and service users can bring to the work of the projects and the organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Full details may be found in the Human Resources Policy and Procedure Manual. Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

**IT Support Analyst**

**Person Specification**

**Essential Criteria**

1. Experience supporting versions of Windows desktop and laptop operating systems from Windows 7 to Windows 10.
2. Use of Remote Desktop and remote access tools.
3. Internet Explorer, Chrome, Edge
4. Microsoft PC applications.
5. Printer setup and configuration.
6. Installation of client server business applications connecting to SQL server.
7. Experience of supporting site moves, reconfiguring PCs, establishing connectivity to new networks and business applications.
8. Experience of supporting 100+ remote users with Laptops and Android phones.
9. Imaging desktops and laptops

**Other Relevant Skills and Experience**

1. Taking help desk calls and updating a help desk system.
2. Imaging desktops and laptops.
3. Positive approach to end users combined with excellent customer care skills.
4. Effective communication with remote staff by phone.
5. Prioritising own work within guidelines.