

JOB DESCRIPTION

Job Title	1 st Line Support Analyst
Reports to	Service Desk Manager
Job Purpose	<p>The 1st Line Support Analyst will provide day to day support of the company’s hardware and software services.</p> <p>The role is a hands-on technical position and will involve exposure to many different hardware and software solutions.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Diagnosing and resolving technical issues. • Providing end user remote support. • Installing authorised software to laptops and desktops using Microsoft InTune. • Ensuring logs for equipment and users are maintained. • Setting up new users and disabling expired accounts in accordance with policy. • Ensuring IT documentation and knowledgebase items are kept up to date across all areas, for both the team and end users. • Escalating IT issues or incident trends to the Team Leader or Service Desk manager where necessary. • Liaising with 3rd parties to resolve certain problems e.g. connectivity / phone line. • Working with wider IT team on projects as and when required.

PERSON SPECIFICATION

Knowledge and Experience	<ul style="list-style-type: none"> • Experience of IT service desk and asset management systems • A-Level or equivalent qualification in a computer/IT related subject • Excellent customer service and communication skills • Ability to problem solve and fault find • Ability to meet tight deadlines, multi-task and stay organised • Ability to remain calm under pressure and use own initiative • Ability to work as part of a team and with stakeholders <p><i>Previous experience of the following systems:</i></p> <ul style="list-style-type: none"> • Windows 10/11 • Microsoft Office software
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| | <ul style="list-style-type: none">• Networking skills – TCP/IP, DNS, DHCP• Office 365 and Azure• Device management – InTune/MDM solutions• Entra Active Directory/on prem Active Directory concepts |
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