IT Support Analyst

Post	IT Support Analyst
Responsible to	Head of IT
Salary	£24,313 - £27,905 (fixed points 18-24 on the NJC scale) depending on experience
Hours per week	35hpw
Contract	Permanent
Annual Leave per annum	25 days (rising to 30 days after 5 years)
Main base	463 Stretford Road, Manchester. M16 9AB

Main aims of the post
To deliver a high-quality IT Service within The Big Life group to approximately 350 users at various offices, providing proactive customer focused hardware and software support. Troubleshooting, triaging all types of IT issues, and proactively preventing potential issues, working within a team to provide remote & on-site support. Participating and assisting in IT projects when identified. Continually documenting and mapping IT process where required, management of BLG assets and overseeing calls logged via helpdesk.

Main duties of the post
1. To provide professional support, diagnostic and repair services to BLG, via telephone, web, email and face-to-face (desk-side)
2. Troubleshooting hardware, software and network problems
3. To manage incidents within agreed and communicated timescales
4. To report and manage any incident that requires the services of a third party organisation
5. To monitor and manage service desk call queues to ensure that support calls are being escalated and resolved within agreed timescales
6. Documenting systems and mapping business processes using Visio or similar software across a variety of operational departments.
7. To action any asset changes in compliance with the Change Management Procedure.
8. To ensure that software, systems and processes operate within network security policies
9. To participate and assist in delivering ICT projects within the BLG.
10. Configuring and testing relevant applications based on requirements, identifying areas for improvement and resolving inefficiencies.
11. Maintaining printers on the network.
12. Assisting in carrying out application upgrades and maintenance
13. To carry out any other reasonable IT tasks as required
General work related expectations
1. To work within the Big Life group's values ethos and vision
2. To contribute to the development of the Big Life group
3. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding
4. To commit to own personal development and attend training or development activities as required
5. To work in accordance with all relevant legislation
6. To undergo regular supervision and annual appraisal
7. To undertake any other duties as required, and as appropriate to the post

Person Specification – IT Support Analyst

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment;   A = Application form; I = Interview; T= Test; P= Presentation

Area	Method of assessment
1.Experience	
a. Experience of working in a busy office environment	A/I
b. Experience of effectively communicating with a range of people, from different sectors and communities	A/I
c. Experience of Microsoft Desktop Operating Systems and applications	A/I
d. Hardware Break/Fix Experience	A/I
e. Experience of working with client, customer relationship or employee management systems.	A/I
f. Exposure to or certification in Firewall Security would be a huge advantage	A/I
2. Skills	
a. Ability to manage different work streams at once	A/I
b. Proficient in the use of all MS Software including PowerPoint & Visio	A/I
c. Ability to communicate complex technical issues to non-technical users.	A/I
d. Ability and willingness to share knowledge across the team and with services to aid learning and proficiency.	A/I
e. Confident working autonomously and able to use on own initiative	A/I
3.Knowledge	
a. Knowledge of audio/video conferencing, Skype, MS Teams and configuration one drive and other Microsoft products essential.	A/I
b. Good working knowledge of Active Directory/Office 365	A/I
c. Understanding of Network components (e.g. TCP/IP, LAN, WAN, ADSL, VPN etc.)	A/I
d. Good understanding of Telephony systems, SIP, VoIP, ISDN	A/I
e. Good working knowledge of MAC Operating Systems, desktops, laptops and tablets.	A/I
4.Education – qualifications required for this post	
a. At least A Level or equivalent qualification in Maths, IT or similar area (or can demonstrate ability to this level)	A/I
b. ITIL or Framework for ICT Technical Support (FITS) Qualified to Practitioner level desirable.	A/I
5. Personal	
a. Positive and outlook and a 'can do' attitude	A/I
b. Personal resilience and flexible attitude in the face of difficulties	A/I
c. Commitment to working with the Big Life group's mission and values	A/I
d. Commitment to personal development and willingness to regularly update skills and experience	A/I
e. Full UK driving license required as there will be some travelling between sites.	A/I