

ROLE PROFILE

JOB TITLE IT SERVICES SUPPORT ANALYST

FUNCTION IT

REPORTING TO HEAD OF IT SERVICES

REPORTEES NONE

JOB PURPOSE

There are three main areas covered by this role. To provide first line technical support to the Society workforce across all its locations including how those calls and support items should be triaged across the supplier base. To liaise with outsourced suppliers on changes and fixes to the underlying architecture including networks. To monitor, report and take action as needed to improve overall IT security for the Society.

This is an important role within the Society which will build on your previous experience across a broad range of areas relating to IT. As first line support your ability to be organised and helpful are important personal characteristics.

KEY RESPONSIBILITIES

IT Support

- To cover all first line help support trouble shooting and fixing including email, desktops, printers, networks, telephony, MS Office and other office software deployed
- Ensure the appropriate escalation path is followed for reported incidents and requests
- Management of Active Directory user base including user changes, starters and leavers
- Support to software upgrades including those for business administration systems
- Technical support for customer data extracts via SQL used in reporting and provision of various customer services e.g. statements and mailings

IT Architecture

- Liaison with outsourced desktop and network provider on performance of the architecture
- Support management of other architecture provision including SWIFT payments, external portals (Quest, card services), website CMS and other standalone Society services
- Participation in supplier review meetings
- Setting up new hardware and movement of existing hardware
- Maintenance of IT asset records

IT Security

- Managing and updating as required the necessary procedures for users
- Provision of end user support and training on IT security matters including input to the design and content of on-line tests used Society wide
- Support to threat monitoring and distribution of alerts from existing protection systems provided by third parties
- Liaison with outsourced IT service providers on IT security matters as required
- Stakeholder and supplier reporting

SKILLS AND EXPERIENCE

- Experience in previous IT support across a similar sized or larger organisation
- Experience of MS Office 365, MS Office 2010 and 2016 as well as excellent skills in MS Excel. It would be desirable to have experience of SharePoint
- Experience in IT security, patch processes, threat management and ideally cyber essentials
- Understanding of Active Directory, networks, virtualisation and telephony
- Able to demonstrate experience in data download and manipulation would be an advantage as would experience in SQL Query
- Report writing, analysis, presentation and communication skills
- Project and task management skills
- Understanding how budgets are put together and monitored
- Influencing and negotiating skills
- Experience of financial services would be advantageous
- Full clean driving licence

KEY PERFORMANCE INDICATORS

- Delivery of agreed service standards and KPIs
- Achievement of personal goals
- Delivery against personal development plan
- Successful stakeholder management

BEHAVIOURS

- Focus on customer
- Working in teams
- Results orientation
- Being able to handle changing priorities
- Building personal relationships
- Attention to detail and organised working methods
- A desire to be successful

Send CV and brief covering letter to careers@theloughborough.co.uk