



Job Title: IT Support Analyst

Minimum Starting Salary: 20k p.a.

Department: IT Service Centre

Reports To: Technical Administration Team Leader

Based: Salisbury

Job Purpose:

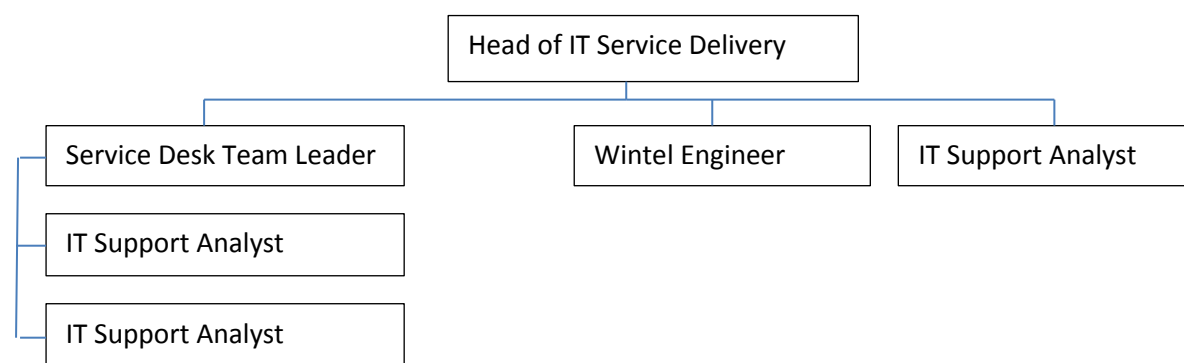
James Hay Partnership has a diverse customer base supporting over 49,000 clients contributing to over £16 Billion in Pensions and investments under management. As a retirement wealth planning platform James Hay Partnership needs to ensure it provides a stable and secure technology platform to its clients and its staff.

Role Dimensions:

Working as part of the IT Support Team the post holder will support Wintel and Citrix across Desktop and Infrastructure, supporting and assisting the evolution of the existing platforms.

The role requires the individual to have the willingness to want to aid in supporting all aspects of the IT service assisting other teams where required from helpdesk, support through to desk rollouts and implementation.

Structure:



Key Responsibilities and Accountabilities:

The key responsibilities of the role include but are not exclusive to:

- Troubleshoot desktop and system problems, diagnose and solve hardware/software Incidents/problems
- Incident and problem management
- Provide exceptional Service support to the business
- Provide solution(s)/work around(s) to incidents and Problems
- Contribute to policies, processes and procedures
- Install, maintain and support new applications
- Work to SLA thresholds for incident(s), request(s) and problem(s)
- Prioritising and managing several open cases and mini projects at one time
- Trend Analysis and Problem management
- Establishing a good working relationship with the business and 3rd party's

- Keep up to date with advancements in technology
- Review of services, application delivery, patching and Anti-Virus
- Ensure appropriate standards and procedures are adhered to during the development process to support a quality deliverable to James Hay.
- Work with a variety of business and technical teams to enhance service
- Systems monitoring.
- Supporting Users on both hardware and Software applications
- Administer backups and restores
- Performance monitoring.
- Administer Active Directory

Skills, Knowledge and Experience:

The ideal candidate would have a very high level of customer service experience and ideally past experience working in a helpdesk environment. Training will be given where appropriate

Essential:

- Experience within IT service delivery
- Exceptional Customer Service
- Willingness to travel to other company sites

Desirable:

- High Standard of Incident and Problem management
- Past experience using helpdesk applications
- Experience in Incident Trending and analysis
- Active Directory administration.
- Wintel administration and implementation experience
- Exchange 2010 administration
- Experience supporting a Citrix XenApp farm administration
- Excellent troubleshooting and problem solving skills
- Symantec Endpoint administration
- Mobile Iron administration
- Network trouble shooting, TCP/IP and general WAN/ LAN trouble shooting
- ITIL Certified
- Windows 7 pro
- Windows 8 pro
- iOS