

**Role Title: TECHNICAL SUPPORT ANALYST**

**Reports to:** IT Support Manager

**Accountable to:** CTIO

**Hours:** 35 hours per week, exclusive of meal breaks, plus as many as required to fulfil the needs of the post

**Band:** Grade 5

**Location:** Stevenage / Remote / Other IET locations as necessary

**Setting the Scene:**

The IET Technology Team comprises three areas covering operations, change delivery, strategy, enterprise architecture and information security. The Team is running a range of infrastructure and software development upgrade projects as well as BAU support and maintenance activities.

The Technical Support Analyst role provides a competent and professional desktop technical support service for the IET staff (and affiliates) at the Stevenage Head Office and remote locations, as required. Working reactively to tickets logged onto the service desk and proactively against logs and monitoring systems, tickets are owned and seen through to completion – playing your part in ensuring systems and services uptime. The role also maintains an accurate record of work carried out on the service desk and provides great customer service. In addition, it provides support and help for ongoing IT projects and other new developments (Incident and Problem Management).

We need someone who can think quickly, dive into tasks, and achieve high-quality results, whilst working as part of a forward-looking team focused on the delivery of best in class solutions through timely and appropriate use of technology.

**Our Five Behaviours:**

* I include Everyone
* I do my very best
* I take full ownership
* I work well with others
* I openly communicate

**Key Accountabilities (not necessarily in priority order):**

* Provide support for Microsoft Desktop Operating Systems, MS Office suite and other Standard Desktop software.
* Provide other technical support including support to other team members.
* Provide technical support for IET staff hardware such as PC’s, Laptops, iPads, mobiles, and Apple devices.
* Provide support for the Avaya Desktop Telephone system.
* Provide support for the video conferencing equipment.
* Diagnose and log problems or faults and take necessary action to remedy the problem.
* Work with other members of the IT team or third-party suppliers to complete tasks and projects.
* Promote and maintain best working practices for computer system usage, virus management, backups, etc
* Cascade IT knowledge to the user community through micro-training and advice.
* Ensure that all levels of computer and network security are maintained to best practices.
* Maintain an organised working environment both physically around the office and electronically within the IT systems.
* To comply with data protection legislation and act responsibly on matters of data disclosure both internally and to third parties.
* To be familiar with the Health and Safety and Fire policies for the company and to attend mandatory updates where required.
* Other related duties assigned as needed.

**What success looks like:**

* An experienced IT professional focused on being a part of a cost effective and efficient IT Support team with the ability to own incidents / problems through to completion and deliver a great service to our colleagues and customers.

**Aptitude and Experience:**

* Must have experience of supporting Microsoft desktop environments and MS Office (in particular Outlook, Word, Excel and PowerPoint) or be able to prove competence in IT support skills.
* A general understanding of Local and Wide Area Networks and the function of the components involved.
* A logical approach to problem solving with the ability to progress through to a successful solution using own initiative.
* Ability to communicate in a clear and concise manner with all levels of staff and a friendly attitude with customers.
* Ability to learn new skills and take on new tasks and recommend and develop improvements to working practices.
* Ability to work effectively and considerately in a team environment.
* Must have good time management skills and a flexible approach to working.
* Must be willing to complete an essential job in a timely manner and ability to manage own time scales on a wide range of tasks.
* To be educated to A level or equivalent.
* Experience in a business environment.

**Desirable**

* To be educated to Degree level or equivalent.
* To have passed one or more Microsoft exams or similar.
* ITIL foundation level qualification.
* Exposure to a service desk environment.
* Experience working with Microsoft 365

You will understand and keep up to date with IET mandatory policies, including data protection and data handling, as well as current Healthy and Safety policies, undertaking any training updates as needed.

This role description isn’t intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.