



JOB DESCRIPTION

Job Title: IT Support Analyst
Location: HQ, Howbery Park, Wallingford
Responsible to: IT Support Manager
Reason for Vacancy: Recent resignation

ABOUT THE ROLE

GTI currently have a fantastic opportunity for an experienced 1st/2nd line IT Support Analyst to join our team. The team provides email and telephone support for administrators, students and users of our online web applications, as well as support for around 150 internal company users based in multiple physical locations internationally.

The focus of the role is split between providing 1st and 2nd line support for the internal users of the company's IT facilities and providing 1st and 2nd line application support for users of the company's websites. You'll need to have excellent customer service experience; outstanding communication skills and ability to problem solve whilst working in a fast paced team environment and you will need to work closely with the development and infrastructure teams to escalate and resolve issues as needed, as well as working on their initiative to investigate and resolve other issues where possible.

MAIN DUTIES AND RESPONSIBILITIES

Working as part of a team, you will be responsible for:

- Providing internal IT support to the company's internal users including remote assistance.
- Maintenance and support of hardware and software used by the company, including Windows and Linux servers, desktops, laptops, tablets devices and mobile phones
- Ensuring printers are working, running maintenance where necessary, and keeping the third party printer support informed of any issues
- Document technical procedures for new or known processes
- Maintaining asset records, PC builds, imaging, software installation
- Maintain Active Directory, Office 365 & MS Teams
- Providing a point of email and phone contact for team's external clients
- Participating in team projects such as desktop rollouts/updates or software installation
- Conducting initial investigation of issues and resolve or escalate as needed
- Tracking requests and providing client updates as needed
- Acting upon monitoring alerts, investigating and resolving or escalating if required
- Working with the infrastructure, software development and testing teams and 3rd party suppliers to investigate and resolve issues and fulfil requests
- Ensuring high levels of customer service and maintaining a good user experience
- Working with the team to ensure that all end user issues are managed in accordance with Service Level Agreements
- Maintain the Sophos Cloud Antivirus
- Monitoring processes and escalating issues according to the company policy
- Configuring of VOIP telephony systems for end users
- Helping or coaching fellow team members in order to keep them informed
- Proactively seeking out opportunities for enhancements and propose implementation plans

ESSENTIAL SKILLS

- Experience of supporting a Windows 10 environment
- An understanding of how to provide a great customer service experience
- Proven track record of providing excellent IT knowledge and support
- Basic understanding of command line tools, particularly PowerShell
- To be able to multitask and understand how to investigate and use their own initiative and have strong troubleshooting and diagnostic ability and then be able to present findings
- Effective written and verbal communication with internal clients and third party vendors with strong grades at GCSE English, or equivalent qualification
- Ability to effectively prioritise and adhere to SLA's
- Ability to follow instructions/procedures
- Organisational abilities and an excellent eye for detail
- Ability to work under pressure and confidently manage/resolve issues promptly
- Willingness to periodically work in other GTI offices
- Ability to develop and maintain strong working relationships with the team, colleagues, external users and 3rd party suppliers
- A good knowledge of DNS and TCP/IP
- An understanding of ITIL methodologies
- Sensitivity to the various potential security issues that are a daily reality for organisations such as ours.

DESIRABLE SKILLS / KNOWLEDGE

Suitable training will be provided but experience in any of these areas would be an asset:

- ITIL Training or MS Certifications
- Knowledge of Apple PC's would be good but not essential
- Knowledge of network architecture or Cisco/networking experience
- Querying databases using SQL and report writing
- Courage to question the status quo and suggest solutions that break with precedent

SALARY AND BENEFITS

- Permanent full time role – Monday to Friday 9.00am – 5.30pm
- 3 month probationary period
- Salary dependent on experience – circa £22K per annum
- Benefits: Automatically enrolled onto Company pension scheme after 3 month qualifying period, with employee contributing 5% of monthly salary and GTI will match employee contributions up to a maximum of 5% of monthly salary, initial 25 days holiday, enhanced maternity/paternity policies and life assurance cover.

ABOUT GTI

Website: www.groupgti.com

When GTI was formed 30 years ago, our mission was simple: to help organisations recruit top early talent, while providing students with the best resources possible to make successful decisions about their future. Today, we are the UK and Ireland's leading provider of graduate and school leaver recruitment services for employers looking to attract and recruit the most talented and engaged students.

Through our brands: TARGETjobs, TARGETcareers, TARGETconnect, TARGETrecruit and gradireland we provide access to top-quality students through an unbeatable series of media products and databases. We also support companies recruiting early talent with market-leading products and services including student research, employer branding, candidate sourcing, recruitment process outsourcing (RPO) and application tracking systems (ATS).

For schools and higher education institutions, we offer unique support and partnerships to help their students make more informed career decisions through careers guidance programmes, database software solutions and postgraduate resources.

Our targeted multimedia careers resources for students and school leavers include the UK's largest graduate jobs website, the most-read careers publications on campus, and industry-renowned events designed to improve work-readiness. It is because of this reach that we have well over a million registered university students and school leavers on our database.

Through experience working alongside over 3,000 corporate and academic clients and with operations across Europe, Asia-Pacific, North America and beyond, we are proud to offer the very best products, resources and services at every stage from education to employment.