

Vacancy: IT Support Analyst

We are looking for an experienced IT Analyst to join our expanding IT department. You will have experience working within a similar position but might be ready to move on to a company with further development opportunities or be interested in working within an in-house IT team.

As part of a successful, growing company with a big investment in technology you will have the opportunity to advance your skills and abilities through experience and training. We look for people who want to develop their careers and are eager to not only perform their day job to a high standard but also get involved with new projects and assignments where possible.

Duties and Responsibilities

- Investigate, diagnose and resolve IT support issues, working with users, other staff and third-party suppliers as appropriate
- Work to SLA's as set by the department and keep customers updated
- Taking ownership for the resolution of issues, monitoring progress and applying the escalation procedure as necessary
- Ensure potential information security risks are identified and dealt with as a priority
- Assist with agreed plans to install or upgrade items of hardware and/or software
- Create and maintain documentation for IT systems

Key Skills and Experience

- Strong knowledge of Microsoft based operating systems with emphasis on Windows 10 and MS Server 2012R2 / 2016
- Networking Experience (LAN, WAN, Wi-Fi)
- Excellent communication skills and telephone manner
- Ability to set expectations and communicate results
- Creating technical documentation
- ITIL v3 Foundation is desirable
- Full UK Driving License

Contract: Permanent, full time

To apply for this position, please submit your CV to Tig Lockton preferably via email – recruitment@reconomy.com