Technical Service Desk Analyst
Job Description

Reports To:	Technical Service Desk Team Leader
Responsibility for Others:	None
Department:	Infrastructure
Location:	Horsham
Hours of Work:	Monday to Friday 9am to 5.30pm with 1 hour for lunch

Job summary

This position is responsible for the support of the Benchmark Capital group users, computers and related systems.

General Responsibilities

(This is not an exhaustive list of the duties to be performed. Job descriptions do not limit the tasks that an employee may reasonably be requested to perform. Changes in job descriptions may be necessary as the needs of the Organization change over time.)

– Receive and respond to incoming calls, e-mails and service desk tickets regarding issues that arise, prioritising as necessary, resolving them within agreed timescales and escalating to other members of Infrastructure, as appropriate.

– Perform daily routine maintenance checks on key systems.

– Accurately document instances of hardware failure, repair, installation, and removal.

– Oversee installation, configuration, maintenance, and troubleshooting of end user hardware, software, and peripheral devices, including telecoms.

– Account Management - create, issue and manage/maintain corporate accounts for joiners/leavers, following a fully auditable procedure.

– Liaise with and provide education to staff on computer operation, new user training, Infrastructure Policies & Application use within the business and other relevant issues.

– Help and support the IT team in deploying and rolling out internal software applications.

– Maintain stock levels for consumables and hardware.

– Ensure that client-side Endpoint protection and systems updates are active and applied to all workstations at all times.

– Maintain an inventory of all IT Assets as directed by the Technical Service Desk Team Leader and Infrastructure Services Manager.

– Monitor and test PC performance and provide statistics and reports to the Technical Service Desk Team Leader and Infrastructure Services Manager, as required.

– Ensure that the company complies with regulatory standards and best practices. Also help oversee IT related verifications, audits and due diligence.

– Evaluate, develop and implement policies and procedures related to computer systems operation and development.

– Manage and update Windows OS images and document up-to-date build information.

– Travel to other sites occasionally to coordinate efforts and instruct users.

Essential Skills or Experience

– Demonstrable in-depth technical knowledge of modern client operating systems (Windows 10), and best practice IT standards.

– Excellent understanding of networking principles, including TCP/IP coupled with an understanding of Active Directory, machine builds via imaging.

– Ability to troubleshoot user problems in a timely and accurate fashion, and provide end user training and assistance where required.

– Excellent interpersonal, time management and communication skills- both written and oral.

– Customer focussed and can present ideas and concepts in user-friendly language.

– College Diploma / GCSE / A-Level in the field of computer science or information systems or a related discipline preferred.

– At least 2 years in a technical desktop support role, troubleshooting and diagnosing faults in hardware such as desktop PCs, laptops, printers, telephones and mobile devices.

– Flexible and willing to work outside core business hours as required.

Desirable Skills or Experience

– Knowledge of creating, deploying and managing Windows 10 images and patching applications in an enterprise organisation using MDT/WDS

– Skills implementing Windows 10 as a service (automating upgrades/patching)

– Microsoft MTA certification(s)

– Administration of Office 365 email or Exchange 2013/2016 system.

– Working knowledge of scripting with Powershell

– Knowledge of ITIL concepts

Personal Characteristics

The ideal candidate is energetic, motivated with a 'can do' attitude, possesses good analytical and problem-solving abilities, and is keen to take on a role in a department with development and advancement opportunities. Due to the unpredictable nature of the IT industry, it is also important for this person to be willing to expand their IT knowledge, and to upgrade their skills set as and when required. The role will involve working in a small team in an environment of open information-sharing to assure cross-training and cover within the department.

Note: This description is not intended to cover all the duties of the role. Reasonable additional duties may be assigned or duties may be reassigned at any time and at the discretion of management.