

IT Analyst

New Year – new role!

If you're looking for an exciting new challenge within IT Support then we might just have your perfect job. It's a wide ranging role where you'll never get bored involving internal and external support and a variety of IT projects. You'll be joining a support team of 8 who provide an effective, efficient and high quality support service for both the company and external client systems and infrastructure, including data centres, servers, networks & telephony systems.

We're looking for someone with around 3+ years support experience with a passion for technology and a thirst to learn and develop their skills and knowledge across both hardware and software.

Your new role?

- Providing an effective, efficient and high quality support service for both the company and client systems and infrastructure, including data centres, servers, networks & telephony systems
- Monitor the IT infrastructure, diagnose and troubleshoot any issues to ensure it is running at a secure and optimal level
- Investigate hardware, software, application user issues or account errors. Triage requests by severity and root cause. Support moves/adds/changes/deletes for the internal systems applications.
- Document and maintain IT procedures and end user instructions.
- Telephone and remote PC support to other sites and remote personnel.
- Project work such as server upgrades, MS Exchange, Office 365 roll-out etc

are you our ideal person?

- Minimum of 3 Years' experience in a Technical Support or similar role
- A problem solver who can diagnose complex issues, and deliver solutions efficiently and professionally
- Team oriented with a strong customer service ethos and attention to detail.
- Excellent communication and inter-personal skills, with the ability to translate technical language into non-IT jargon
- Contribute to the wider IT strategy, striving to deliver stabilisation and continuous improvement
- Ability to function and prioritise tasks in a fast paced environment and provide support to local and remote users

and your technical skills?

- General desktop support experience & up to date knowledge of Windows client systems (PC's/Laptops/Printers)
- Working knowledge of networking concepts and troubleshooting techniques (WiFi, LAN, DNS, DHCP, Firewall Management)
- Technical experience in core technologies such as Active Directory, Windows Server, VMWare, Microsoft Exchange, Firewalls and Cloud based solutions.
- Telephony support and configuration experience – Avaya and Mobile

Managing essential maintenance tasks and adherence to security standards around backups, patching and endpoint security solutions

What we offer

You'll be joining our friendly, talented and collaborative team; we have a culture where everyone pulls together, we are really passionate about the solutions they deliver and the positive impact the work we do has on healthcare services all across the UK.

There's a competitive salary along with a great range of employee benefits - including matched pension, health cash plan and a well-being allowance - plus personal development and opportunities for your career progression longer term.

This is a permanent, full time role
Leyland based, with occasional travel for business needs
Salary up to £30k DOE + benefits

Please [apply directly](#) on our recruitment portal or email any queries to our recruitment team [here](#), thank you.