



JOB DESCRIPTION

IT Support Analyst



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Position	IT Support Analyst
Department	Information Technology
Reporting to	Head of IT
Office	Bishop's Stortford

Overall Purpose

To assist and support the Information Technology Department.

Main Tasks

- » Assist with the building and deploying of desktop and laptop Windows PC's
- » Assist with installing and configuring standard applications
- » Assist with installing and configuring Phone handsets
- » Assist with reporting faults and configuration requests to third party suppliers
- » Monitor the IT support mailbox and assist with first and second line support requests
- » Assist the IT team as and when needed

This job description is not a definitive list or exhaustive list of responsibilities but identifies the key responsibilities.

Job Specification

	Essential	Desirable
Education Qualifications	<p>Good all round education including English and Maths</p> <p>Educated to 'A' Level standard (or equivalent)</p>	Qualification in Computer Science
Experience		
Personal Attributes	<p>Strong organisational skills</p> <p>Can use own initiative</p> <p>Can prioritise own workload and multi-task effectively</p>	
Competencies	<p>Basic IT skills</p> <p>Excellent communication skills</p> <p>Works well in a team</p>	
Other Factors	<p>Can work to deadlines</p> <p>Works well under pressure</p> <p>Good attendance record</p> <p>Must hold clean driving license</p>	

September 2024