ROLE PROFILE

IT SERVICE & SUPPORT ANALYST

JOB PURPOSE

To provide support service (first and second line) to end-users on a wide-range of software, hardware and network related problems, against a service management framework with responsibility for maintaining the availability of business critical systems.

KEY RESPONSIBILITIES	General technical duties	- Effectively and efficiently carry out technical IT duties as required. - Participate in the provision of the IT SLA dealing with all relevant Service Desk calls. - Participate in shift roster and 24/7/365 out of hours support roster. - Ensure cyber security measures are implemented for laptops, tablet, PC devices, infrastructure and systems. - Carry out routine database administration tasks. - Safely operate, administer and configure systems and software using elevated security privileges. - Perform test restores from backups as per agreed schedules. - Participate in the Disaster Recovery and Business Continuity test cycle. - Promote and exercise due diligence in respect of data protection. - Perform routine tasks according to processes and checklists. - Troubleshoot, alert and take appropriate action, escalating as appropriate. - Provide consistent levels of capability, work independently sharing information as appropriate. - Undertake additional tasks and responsibilities as assigned or necessary, within scope of the role.
	Front line support	- Utilise advanced problem solving and diagnostic skills to provide front line support service to end users on software and hardware related problems. - Understand all business-critical systems (according to SLA) and follow associated, established processes and procedures.

		▪ Provide second line and third-line support where required. ▪ Perform root cause analysis.
	Data and communications network and infrastructure	▪ In conjunction with IT management, monitor and maintain the data and communications network. ▪ Understand concepts of networking e.g. IP addressing and subnetting, routing and DNS and undertake associated tasks. ▪ Carry out server admin and troubleshooting. ▪ Understand and carry out basic maintenance and configuration of routers and switches.
	Project delivery	▪ Provide technical support and assistance to projects as allocated or agreed by IT management. ▪ Participate and assist in the planning and implementation of IT projects as directed, managing own small-scale projects.
	Cyber security and data protection	▪ Be aware of cyber security and data protection issues, implement countermeasures and undertake remedial actions in line with Trinity House cyber/security policies and procedures. ▪ Promote good cyber practice to staff. ▪ Adhere to stated policies and procedures relating to cyber security and data protection.
	Administrative duties	▪ Fulfil admin duties as and when required. ▪ Ensure the IT CMDB is accurately maintained and updated. ▪ Create and maintain system documentation.
ENTRY REQUIREMENTS	**Skills and experience**	▪ Experience of providing first line technical support and excellent problem solving skills. ▪ Demonstrable level of professional IT knowledge and experience. ▪ Knowledge and experience of working with systems and architecture including current versions of Windows Desktop and Server Operating Systems, (Azure) Active Directory, Networking (LAN), Exchange Email, MS Office, Wireless Networking. ▪ Understanding of and ability to work to agreed Service Level Agreements. ▪ Awareness and understanding of cyber security principles and basic countermeasures.
	Qualifications	▪ Five level 2 qualifications including English and mathematics. ▪ A relevant IT related qualification e.g. CompTIA A+, NVQ Level 3, BTEC National Certificate.
	Professional Competencies	▪ Asset and configuration management ▪ Ownership and initiative ▪ User focus ▪ Information security ▪ Security technology ▪ Stakeholder relationship management (IT Operations) ▪ Technical understanding

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