



ROLE PROFILE

IT SUPPORT ANALYST

LANDMARC

ROLE PROFILE:

IT Support Analyst

LOCATION: Head Office

REPORTING TO: IT Support Lead

RESPONSIBLE FOR: n/a, no direct reports

Summary of Role:

As part of the IT Service Desk team, the IT Support Analyst will provide effective and efficient technical support to Landmarc users (mainly over the phone, but also sometimes in person) to keep our business users productive.

Duties of Role:

The following list is not exhaustive and other relevant duties may be required from time to time.

Primary Duties:

- Provide IT support to users via the IT Service Desk to ensure that our business can use IT Services as expected.
- Handle and manage incoming calls and online requests to the IT Service Desk, and log within the Service Management tool (Halo).
- Ensure that all IT Incidents and Service Requests are resolved in an effective, efficient, and customer-centric manner, with updates recorded in Halo as appropriate.
- Through troubleshooting and fault diagnosis, triage and resolve user issues as a 'first call fix' wherever possible; escalate to agreed 2nd line support teams as appropriate and ensure customers are kept informed of progress.
- Understand and follow agreed IT Service Management processes, and ensure colleagues are informed on the best way to interact with the IT Service Desk.
- Coordinate effectively with other IT Support Analysts and provide support and guidance to other IT department team members.
- Provide on-site support in regions as required.
- Ensure user awareness and compliance with relevant policies and procedures (e.g. IT Security).
- Assist the IT Service Desk Lead in preparing 'IT Operations' management information and reports.
- Conduct software license management activities associated with user requests.
- Ensure all assets are managed and tracked throughout the assets lifecycle.
- Identify and help deliver continuous improvement to IT Services.

- Proactively build and ship assets to business users in a timely manner to ensure business requirements are met.
- Secondary duties:
 - Assist the IT Support Lead and IT Service Manager in continually improving our processes, tooling and user engagement.
 - Assist in Problem resolution (e.g. root cause analysis).
 - Assist in end-user device project delivery (e.g. IT refresh, device build and provisioning, and proactive training & support to users).

Ideal Person:

The ideal person will have all of the essential 'what you know' and many of the desirables, exhibit the behaviours and values we seek, and MUST meet the prerequisites summarised below.

What you know (essential skills, experience and qualifications):

- Proficient in Microsoft operating systems and applications, including Windows 10 and 11, Microsoft Office 2016, 2019, O365.
- Significant IT support experience in a distributed / hybrid multi-office environment.
- Strong knowledge and experience in Service Management / Service Desk tools to capture, manage, resolve and report on IT Service tickets (incidents, requests, problems, etc.)
- Proficient in end user-device installation, configuration and troubleshooting of Windows desktops, laptops and Android tablets
- Strong experience of IT Security good practices and tools (e.g. Anti-virus software, or providing guidance to users for spam or phishing emails).
- Software license management and tracking.
- Experience supporting end user network connectivity (Broadband, 4G, Starlink).
- ITIL v4 Foundation
- CompTIA A+ certification or equivalent recent certification.

Desirable skills, experience and qualifications:

- Experience using the IT Service Management tool 'Halo'.
- Experience of device configuration management tools, such as Microsoft Endpoint Configuration Manager (SCCM / MECM).
- Experience of Microsoft Intune
- Microsoft Volume Licensing / Office 365 Admin Portal.
- Experience in training end-users in IT services and solutions.
- Problem Management (identifying when incidents become problems).
- Experience managing VOIP solutions.
- Knowledge of network printer administration.
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What you can do:

- Interact constructively and effectively with all IT users across the business, driving a high level of customer satisfaction.
- Demonstrate a proactive, flexible and positive approach to your work.
- Able to work independently and as part of a team.
- Understand IT good practice to help IT services continually improve.
- Experience of working with ITIL processes.
- Effective written and oral communication skills.
- Health and safety conscious.
- Results-oriented, you can prioritise effectively and work to tight deadlines.
- Establish and develop effective working relationships.

Prerequisites for employment

- Eligibility to undertake BPSS & SC clearance (current SC clearance is desirable).
- UK Drivers license (desirable, to travel between Landmarc locations).

Our Values

- Take time to take care of yourself, look out for yourself and others, and stop and step-in if you need to.
- Always do the right thing, not just the easy thing; integrity in all that we do at work and at home.
- Put the customer's needs first, in everything we say, consider or do.
- Promise only what can be delivered; once promised it's a Landmarc commitment.
- Take pride in what you do, you've a lot to be proud of.

Our Behaviours

- Live Our Values, know what they are and what they mean to you and how they influence what you do, we should believe in them and demonstrate them always.
- Build Relationships, we are a people-business and relationships are the foundation of accomplishment. Take every opportunity to build and strengthen relationships with colleagues, customers and suppliers. Together we are stronger.
- Give Feedback and Recognition, creating an environment in which we openly and thoughtfully give and receive feedback and recognition builds trusting teams. Feedback and recognition also foster a culture of growth.
- Embrace Flexibility, in all that we do and how we do it. Change can come with or without warning and in either case, we must improvise, adapt and overcome to remain relevant to Our Mission.