

**GREAT PROSPECTS
GREAT PEOPLE
GREAT BONUSES**



JOB PROFILE

SUPPORT ANALYST

ROLE

The successful Support Analyst will be responsible for offering world class technical support to customers across a range of hardware and software platforms. You will be supporting, maintaining, troubleshooting, installing and supporting a wide range of IT systems.

Salary: £20,000 - £25,000 depending on experience

Position type: Permanent

Closing date for applications is 24th February 2012



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RESPONSIBILITIES

- Acting as the first point of contact and communication for all end user faults and queries as part of the IT Service Desk
- Logging customer calls as tickets within the company helpdesk system in a clear, concise and professional manner, ensuring all the necessary details are accurately captured
- Progress, troubleshoot and fix 1st & 2nd line calls, keeping customers updated in-line with agreed SLAs and Service Desk procedures
- Performing 1st & 2nd line technical diagnostics within a desktop, systems and network environment
- Record and facilitate all service requests in line with SD procedures.
- Advising customers on the usage and configuration of user-configurable options, settings and best practice across company systems
- Support of the Telephone infrastructure, desktop\PC setup and configuration.
- Exceptional customer service skills, supporting and performing user and system setup and administration.

EXPERIENCE

The successful candidate will need to be able to demonstrate experience or capability in each of the following:

- At least 6 months recent 1st & 2nd line technical support experience in a complex demanding environment
- Comptia A+ and ITIL Foundation Qualifications desirable
- Web installation, troubleshooting and administration skills highly desirable
- Experience of administering/configuring Microsoft products (Windows XP/Windows 2003 & 2008 Server/Office)
- Good working knowledge of 2003/08 Active Directory
- Proven ability communicating with all levels of the organisation and external suppliers
- High standard of written and verbal communication, organisational and administration skills
- Exceptional technical problem solving capabilities, and logical approach



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