

**Job Description
Jobcode UK027**

JOB TITLE: Network Support Analyst	Job Holder:	Reporting to: National IT Manager
Purpose: To provide support to the IT Manager on various technical issues on a daily basis.		
KEY RESULT AREAS		SKILLS & EXPERIENCE
<ul style="list-style-type: none"> ▫ Provide end-user support for PCs and Laptops, technical setup & basic training for new hires ▫ Hardware/Software Installation, testing and Support ▫ Test and Documentation of IT processes and issues ▫ Server Backups ▫ Various Project work ▫ Troubleshooting all hardware and system software issues <ul style="list-style-type: none"> ○ First line technical support providing an initial assessment of all incidents - both hardware and software. ○ Immediate resolution of any incident when possible ○ Escalation of incident when necessary ○ Keeping affected customers informed about progress ○ Resolution confirmation and closure of incident. ▫ Ensuring the security and integrity of all systems and data through the implementation of appropriate backup, security, and disaster recovery procedures ▫ Liaise with service providers to ensure timely resolution of issues and quality of service ▫ Other ad-hoc responsibilities as required by your manager. 		<ul style="list-style-type: none"> ▫ A good level of knowledge and demonstrable experience of the following: Windows NT/2003 Server Administration, WAN/LAN configuration and administration, PC, Thin Client & Server hardware configuration and troubleshooting ▫ Microsoft Terminal Services administration ▫ TCP/IP troubleshooting <p><u>Other desired skills & experience:</u></p> <ul style="list-style-type: none"> ▫ McAfee EPolicy Orchestrator ▫ Symantec Backup Exec ▫ AS400/Iseries knowledge ▫ Wireless/RF technologies ▫ Good general knowledge of all aspects of IT <p><u>Personal Attributes</u></p> <ul style="list-style-type: none"> ▫ Excellent problem diagnosis and solving skills ▫ Ability to work effectively and co-operatively with other members of staff ▫ Establish and maintain good working and interpersonal relationships with internal customers and suppliers ▫ Self-starter ▫ Ability to prioritize and multi-task on a variety of activities ▫ Ability to deal with end-user issues in a patient and consistent manner ▫ Ability to determine the root cause of problems and to effect solutions ▫ Flexibility to travel to other group company locations for short periods if required