

## Role Definition

**Job Title:** Desktop Support Analyst  
**Reporting to:** Desktop Manager on a day to day basis and ultimately to the IT Services Manager

## About the role

The Desktop Support Analyst is responsible for providing timely and effective 2<sup>nd</sup> line support services and for completion of assigned Desktop Projects in a networked desktop environment. This team will provide support services to the London campus, international offices and travelling staff and will deal with issues that cannot be resolved by the 1<sup>st</sup> Line Support Team.

## Responsibilities

- Maintain corporate standard PC/Mac/Laptop images
- Prepare, install and support Windows and Mac OS systems
- Troubleshooting of complex incidents or those that simply need desk side assistance
- Monitor and take ownership of incidents to resolution, providing customer updates as appropriate
- To assist the 1<sup>st</sup> line team in improving their technical skill levels
- To create and update in-house documentation for the IT Service Desk
- Liaise with other IT teams regarding incidents requiring multiple discipline involvement
- Understand and comply with licensing requirements for software installed
- Understand and adhere to all elements of Foster + Partners technical standards and security policy
- Understand and adhere to all elements of Foster + Partners Incident management process
- Maintain an understanding of Foster + Partners business direction and technical strategy; providing advice and guidance to influence this where appropriate
- Provide a VIP support service for high profile customers
- Thorough knowledge of and compliance with Foster + Partners procedures and standards
- To contribute, or otherwise assist, as required
- Collaborate with existing vendors to evaluate the new technology that is available and make recommendations to management on using that technology
- Monitor the performance of the company's desktop infrastructure and make suggestions for improving efficiency
- Evaluation of applications and software patches for desktop applications to see if they will solve desktop issues

## Qualities and Skills required

### Essential

- Able to demonstrate ability to undertake the above responsibilities
- Excellent and demonstratable troubleshooting skills
- High level of technical awareness with PC's, Macs, Laptops and remote working
- Knowledge of and experience in using System Center Configuration Manager
- Excellent working knowledge and experience with Microsoft Operating Systems including Windows 7,10 and Mac OSX
- Knowledge and experience of supporting CAD and/or Adobe software
- Excellent working knowledge and experience with the Microsoft Office suite - Office 2016 and/or Office 365
- Excellent working knowledge and experience with remote administration tools
- Active Directory Administration
- Desktop networking issues and diagnostics (TCP/IP/DNS etc)
- A general understanding of network technologies, VPN, remote access solutions & virus protection tools (Symantec)
- Experience with PC builds and imaging, and profiling technics

- Experience working with a broad range of systems and peripherals including servers, laptops, printers and plotters
- Ability to work 8 hour shifts between the hours of 8 am-6 pm on a rotating weekly basis
- Strong inter personal skills and the ability to effectively communicate with a wide variety of people at all levels
- Excellent written and verbal communication skills – articulate and diplomatic manner
- Resilient to cope with conflicting demands and able to prioritise duties and work under pressure
- Able to demonstrate initiative and a proactive approach to daily tasks
- Able to work independently and as part of an effective team
- Methodical, accurate and consistent attention to detail
- Ability to demonstrate a high degree of flexibility including shift and out of hours working
- Excellent organisational skills
- Able to manage sensitive and sometimes confidential information
- Self-motivated and able to take responsibility
- Able to manage and prioritise tasks and time efficiently
- Flexible attitude
- Ability to meet deadlines and manage stress effectively in high-pressure situations

### **Desirable**

- ITIL awareness or qualification
- MCSE certified, Windows 7 or above
- Knowledge of the following products: ServiceNow, Bentley MicroStation, Adobe Suite/Creative Cloud, Autodesk 3ds Max, Revit
- Foreign language skills

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

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