Role summary

The Desktop Support Analyst is responsible for providing timely and effective 2nd and 3rd line support services to our growing user base. The team is largely based in our London campus, but the team also provide 3rd line support to our global and travelling staff. The team works closely with first line, audio visual and infrastructure teams to provide a rounded IT service. They also work closely with the programme management office to deliver change projects.

Role definition

Job Title: Desktop Support Analyst

Reporting to: Desktop Manager on a day-to-day basis and ultimately to the Head of Service Delivery.

Responsibilities

DESKTOP SUPPORT

- Troubleshooting and supporting end users with their technical issues and requests via remote control support, telephone calls, deskside visits and walk-ins.
- Monitoring and taking ownership of incidents to resolution, providing customer updates as appropriate.
- Liaising with other IT teams regarding incidents and/or service requests requiring multiple discipline involvement.
- Knowledge sharing across team members and other teams to improve the overall quality of services.
- Working to uplift standards and work practices to promote our continual improvement programme objectives.

HARDWARE SUPPORT

- Unbox, image, configure, test, deploy and troubleshoot laptop/desktop/running Windows and common peripherals including docking stations, monitors, printers and scanners following all asset management processes and procedures.

SOFTWARE SUPPORT

- In collaboration with the SCCM team, deploy, install and troubleshoot applications.
- Analyse software onboarding requests and approve/implement as needed.

INFRASTRUCTURE SUPPORT

- Provide Tier 1 support of networking, wireless networking, VPN, multi-factor authentication, VDIs and virtual machines.
- Escalate incidents to the infrastructure team as appropriate and collaborate as necessary to resolution.
- Helping to define and design hardware, software and process changes to aid service improvement
- Understanding and adhering to all elements of our technical standards and security policy

MOBILE DEVICE SUPPORT

- Configure, test and deploy corporate iPhones and iPads controlled via Apple DEP on Workspace ONE.
- Troubleshoot and assist end users with questions and issues that occur on corporate devices.

VIP SUPPORT

- Build strong relationships with executive staff and promptly assist them with their questions, incidents and service requests.

AUDIO/VISUAL

- Provide Audio Visual Support for the business when required:
    - Ensuring meeting room checks each morning
    - Pro-active testing and setup of internal and client facing meetings
    - Being available to support out of hours meetings and events including weekends
    - Work with our Audio-Visual Partners to ensure maintenance is carried out each month

Skills and Experience

- High level of technical awareness of various hardware form factors, including PC's, Macs, Laptops and tablet devices (Required)
- High level of technical competence in supporting Microsoft Operating Systems in enterprise environments (Required)
- Experience with audio/visual and video conference solutions (Desired)
- Experience in supporting a Microsoft infrastructure-based enterprise, including Active Directory, SCCM, TCPI/IP and DNS (Required)
- Excellent working knowledge and experience with the Microsoft Office suite, including Office 356 (Required)
- Excellent working knowledge and experience with remote administration tools (Required)
- A general understanding of network technologies, VPN, remote access solutions & virus protection tools (Required)
- Experience in technical design and architecture (Desired)
    - Hardware standards
    - Configuration standards
    - PC build definition and creation and imaging
    - Process improvement
- Knowledge and experience of supporting business critical software platforms e.g. CAD or design software (Desired)
- ITIL awareness or qualification (Desired)
- Microsoft certified/qualified (Desired)

Qualities

- Strong interpersonal 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

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 i.e., able to support the business out of hours and/or weekends. The 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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