

Role Definition

Job title: IT Support Analyst – East Asia Pacific

Reporting to: Regional IT Manager, but ultimately to IT Infrastructure and Information Security Manager

The Support Analyst is responsible for providing timely and effective support services and for completion of assigned Desktop Projects in a Microsoft Windows networked desktop environment.

Responsibilities

- Log and update incidents and requests in Service-now
- Software deployment using SCCM and troubleshooting
- Presentation and Conferencing support
- Identify and effectively escalate incidents where required
- Monitor and take ownership of incidents to resolution, providing customer update as appropriate
- Liaise with other IT teams on incidents or request that require wider involvement
- Configure, deploy and support PC hardware and software
- Rebuild workstations and laptops using the corporate standard image process
- Prepare, install and support Windows systems
- Take part in user acceptance testing for new and revised software distribution packages
- Maintain knowledge and skill set for mobile working solutions
- Create site specific technical and process documentation
- Desk phone deployment and support
- Email client support locally and remotely
- Mobile device support
- Installing and supporting printers and plotters
- Basic network troubleshooting i.e. installing and configuring switches, routers, firewalls and port patching
- Performing regular maintenance and backup of File & Print Servers and Domain Controller
- New site office setup and office migration
- Provide IT Support to East Asia Pacific region offices
- Liaise with procurement team on buying any IT hardware
- Thorough knowledge of and compliance with Foster + Partners procedures and standards
- Contribute, or otherwise assist, as required

Qualities & Skills required

Essential

- Able to demonstrate the ability to undertake the above responsibilities
- Legally able to work in the country in which the position is based

- Good working knowledge and experience with Microsoft Operating Systems including, Windows 7/ 10, Windows Server 2012 R2 and VMWare 6.0
- Good working knowledge and experience with the Office 365 products including Office 2016, OneDrive, Sharepoint and Teams
- Good working knowledge and experience with remote administration tools
- Previous experience of Active Directory Administration
- Good knowledge of networking issues and diagnostics (TCP/IP/DNS etc)
- Knowledge and experience of hardware and software development life cycles
- A good understanding of network technologies, VPN, remote access solutions & virus protection tools (Symantec)
- Experience with PC builds and imaging including sysprep, USMT
- Experience working with a broad range of systems and peripherals including servers, laptops, printers and plotters
- Ability to demonstrate a high degree of flexibility including shift and out of hours working
- Excellent customer facing/customer service skills
- Able to work under pressure and meet deadlines
- 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 effectively
- Able to demonstrate initiative and a proactive approach to daily tasks
- Good interpersonal skills and able to work independently and as part of an effective team
- Flexible attitude
- Able to build relationships at all levels, internally and externally

Desirable

- ITIL awareness or qualification
- MCSE certified, 2012 or above
- Knowledge of SCCM
- Knowledge of the following products: Service-now, Autodesk Revit, Bentley MicroStation, Adobe Acrobat Professional, Photoshop, InDesign, Autodesk 3ds Max, Rhino
- 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 annually and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

January 2018