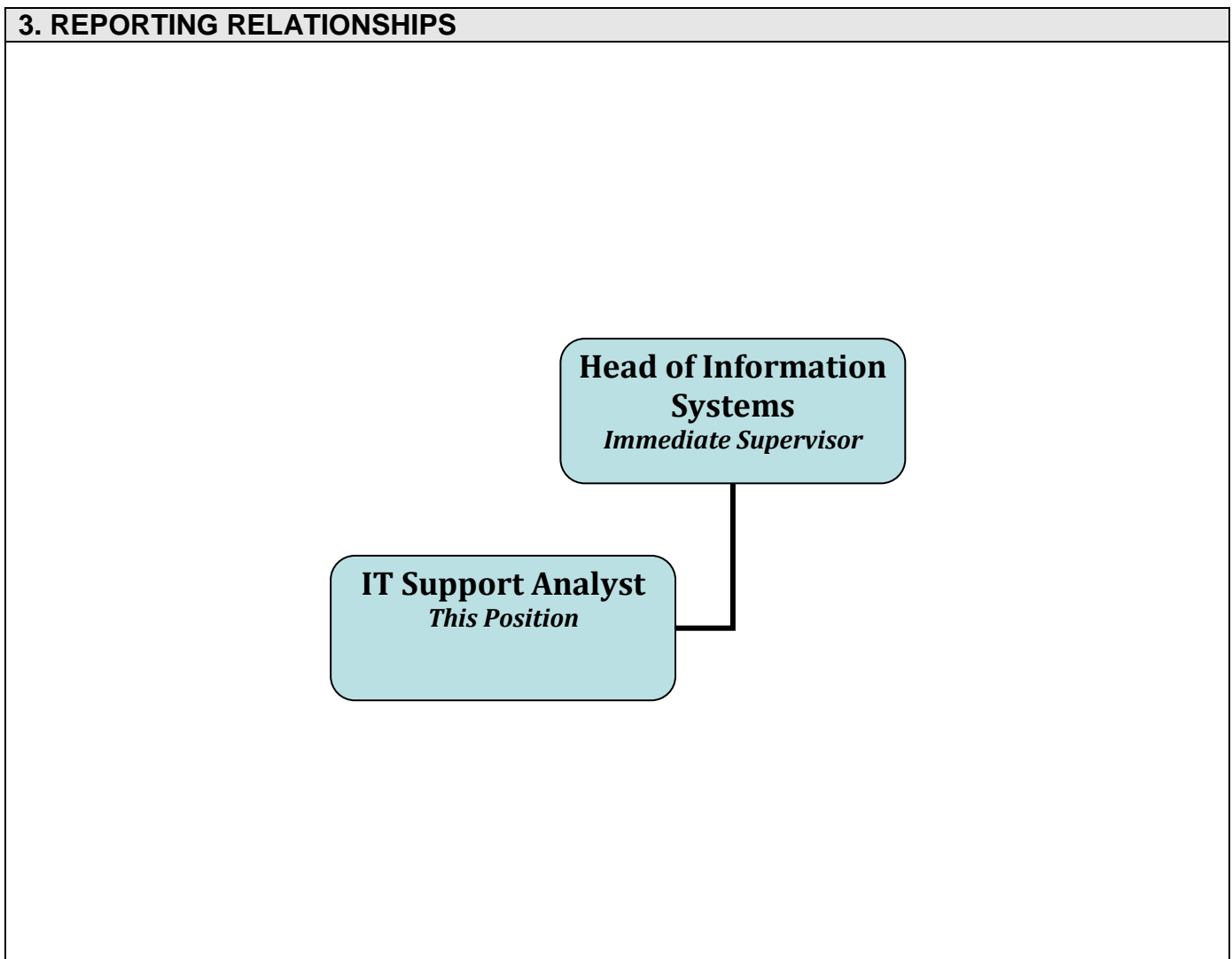


JOB DESCRIPTION – IT Support Analyst

1. JOB DETAILS			
Position:	IT Support Analyst	Department/Team:	activTechnology
Reports To:	Head of Information Systems	Location:	Aberdeen, UK
Date of Issue:	11 th Jan 2012	Prepared By / Reviewed By:	Head of Information Systems / HR Co-ordinator

2. PRIMARY FUNCTION
 To provide desktop and application support and assist the Head of Information Systems when required.



4. ROLES & RESPONSIBILITIES

Principal Duties

- Service Desk
 - Respond to service desk calls in a timely and prioritised manner and offer a permanent first time fix
 - Document in service desk (eTask) and SharePoint (where applicable)
 - Offer help, guidance and assist when required, to individuals or groups in the IT department
 - Advise Head of Information Systems on technical issues and escalations
 - IT inductions for new starts in Aberdeen
 - Assigning service desk calls to other IT staff
 - Check service desk at regular intervals where/when possible (every 30 minutes)
- Phones
 - Amend reports to accurately reflect port and extension numbers
 - Assist in the upgrade, troubleshooting and maintaining of telephony software
 - Can, when asked, support current phone system and server
 - Installing new land phones and extension moving
 - Setting up of mobile phones for e-mail access
 - Document any changes or additions
- Software/hardware
 - General support and troubleshooting across all desktop area
 - Installation of local and networked printers. Also, diagnostic and fixing of printer issues
 - Ensure supplies are always available
 - Patching cables in the comms cabinets and patch panels in the units
- Backups
 - Responsible for ensuring that all data is backed up regularly and that tapes are stored offsite
 - Maintenance and diagnostics of faults in backup system
 - Co-ordinate the recalling of tapes from 3rd parties
 - Ensure correct tapes are delivered to site and are ready to be used in the system for backup
 - Resolving backup issues to the end
- Desktops/laptops
 - Builds all desktops and laptops
 - Fixing crashed/problems with desktops
 - Setup of new employees
 - Setup up of new clients
 - Troubleshooting desktop and laptop issues
 - Modifying logon scripts
 - Install all required software and testing before put on desks
 - Anti-virus is installed on all desktops/laptops
 - Encryption software is installed and configured on all laptops
 - Desktop laptop option backup installed and configured on all laptops
 - Document all changes

- Application support
 - MS Office 2003, 2007 and 2010
 - Windows XP and Windows 7
 - Adobe, all Symantec products, Avaya phone manager, all MS Project versions, all MS Visio versions, GoToAssist and other software that Activpayroll introduces.
- Other duties
 - Set up new users and mailboxes in the Active Directory and Exchange
 - Resolve any internal system access problems e.g. changing passwords, unlocking accounts
 - Carrying out daily checklist tasks
 - Ensuring that company IT regulations are not abused by Activpayroll staff
 - Assisting the Head of Information Systems when required including server projects, comms projects and project planning.
 - On hand to provide backup support to the Head of Information Systems that includes deputising for the Head of Information Systems when unavailable.

Service Excellence

- Ensure that any serious issues/problems are raised with the Head of Information Systems

Team Focus

- Prioritisation of own workload on day to day basis
- Ensuring a safe working environment and raising any health & safety concerns immediately
- Staying focused on own tasks
- Working as a team to achieve department goals

Commercial Awareness

- Looking at new desktop technologies or practices that could benefit Activpayroll

Professional & Personal Development

- Ensure that PPR objectives are reviewed with Head of Information Systems regularly
- Updating skills on a regular basis
- Looking at new areas to develop
- Study towards MS Desktop Support Technician

Competencies

- Desktop, application and hardware support