Marley

VACANCY BULLETIN

Closing Date:	17th January 2020
Job Title / Location:	IT Support Analyst / Burton

MAIN PURPOSE OF THE JOB: The IT Support Analyst will provide front-line technical support to end users who use a wide variety of applications on several different platforms at all Marley sites, on various technical issues and problems relating to hardware, software and peripherals, They will also be responsible for responding to, documenting and resolving service tickets in a timely manner. To accurately Log, maintain and resolve incoming helpdesk calls from our user-base, or those assigned via the Service Desk Administrator or other IT Staff.

RESPONSIBILITIES: Offer 1st line support to the end users; Work with management to implement IT objectives that will improve business outcomes; Identify areas for improvement within IT infrastructures; Test and implement new IT systems to further business objectives as directed; Provide input on intelligent solutions to improve efficiency; Provide advice and technical training utilising on-site IT Clinics, with occasional site visits to other Marley sites; Data processing for any business supported tools such as PowerBi and PowerApps.

MAIN ACTIVITIES: To monitor all methods of users reporting faults to the department, including the phone system, shared email, Clinic, Drop-In and Self Service portals; To transfer all relevant attachments and information from all medias to the helpdesk call logging system; Use the current helpdesk tool to manage the tickets based on their priority and carry out all required tasks to bring a satisfactory resolution to all open calls; Pro-Active fault identification and resolution; Use the available network and equipment monitoring tools to ensure all systems on local and remote sites are in a good working state daily; Liaise with 3rd party maintenance companies that are assigned the task of maintaining equipment and services. Assist in the maintenance of all internal and IT User related documentation using any online tools such as MS Teams.

SKILLS AND EXPERIENCE: Excellent Computer proficiency in programs such as SharePoint and the Microsoft Office Suite; Proven IT Support Skills to at least 1st Line Support level; Excellent proven knowledge Windows operating systems (Win7 & Win10); Awareness of current standards and trends in IT and emerging technology; Some understanding of IT security and network risks; Exemplary communication skills; Some general exposure to Server hardware technologies including the latest MS Server architecture; Analysis and problem identification skills; Attention to detail, Team working skills, Interpersonal skills, Flexibility, Adaptability, Initiative.

SIGNIFICANT RELATIONSHIPS: Internal, Wrotham I.T. Personnel, Marley Limited End Users, External, Etex IT and Fujitsu Service Partners (Until end of Aug 2020), All 3rd Party Marley Service Partners

Marley Ltd places the highest priority on employee safety and employees will be expected to work safely at all times, proactively contributing to the continued improvement in health and safety performance.

First Round Interviews will be held on 29th & 30th January in Burton. For a fully copy of the JD, or to apply for this position please send your CV and salary expectations to careers@marley.co.uk.
Recruitment Agencies: Marley does not accept any speculative approaches to present candidates for advertised vacancies