

IT Support Analyst / Trainee Systems Consultant

Are you an experienced, methodical IT Support Engineer, with a keen interest in learning new skills and taking on a more proactive and consulting role?

You will be working for...

A small but established IT service and solution provider covering a broad range of commercial clients operating in a wide variety of industries, including finance, property and real estate, Insurance, and Public Sector. We provide Systems Consulting, Systems Engineering and Systems Management Services to clients with on premise IT infrastructures and those wishing to move to hosted or 'cloud' based platforms

This role is as an IT Support Analyst within our managed services, support desk and monitoring division, and primarily based from our office in Billericay, Essex (TBD as some homeworking may be optional.)

The core hours will be Monday – Friday 8:30am – 5:30pm, but as in any technical support role and environment, there will, from time to time be additional hours and time required.

Desired Skillset and Experience level ...

A minimum of 2 years' experience in a similar role, and experience in of some or all the following products and technologies

Required:

- Windows Operating Systems Support (Client and Server)
- Microsoft Active Directory Admin, i.e. User Accounts, Groups, etc.
- Citrix XenApp Application and Desktop Publishing and Client Connectivity
- Windows Remote Desktop Services
- Helpdesk Software (any) and adhering to SLA's
- Cloud services experience such as Azure / AWS / Office 365, etc.
- Microsoft Core Client Applications support, i.e. Word, Excel, IE, etc.
- An understanding of general networking concepts, IP Addressing, VPN, etc.

Desirable:

- Microsoft Backoffice Technologies, such SQL, Exchange, SharePoint, etc.
- VMWare ESX
- VEEAM Backup
- Ivanti (was RES) Workspace Control, Automation, Identity
- Ivanti (was AppSense) Workspace / Environment / Application / Endpoint Management
- Ivanti Security Controls (was Shavlik Patch)

The Role...

Helpdesk Management: Responsible for assigning and resolving IT support calls or escalating tickets where required to internal staff or external vendor support.

Systems Monitoring: Day to day proactive monitoring of centrally collected systems alerts, logging calls support calls where necessary and liaising with clients to highlight or resolve system alerts

Backups Monitoring: Responsible for analysing backup reports, and trend analysis for failing backups

Project & Consultancy Work: There will be the potential to become involved with customer site-based project and support work

Your Training...

Our goal is to facilitate your long-term progression from Support Analyst to Systems Consultant.

We will devise a training programme with you to provide you with real-world skills using the most recent IT Technologies to provide you the necessary tools to advance in your career

Vendor qualification path:

We would encourage and guide you as far as possible to achieve industry accreditations and knowledge of multiple best of breed software providers, not limited to but including:

- Microsoft Professional accreditations
- Citrix Certified Accreditations
- Ivanti Certified Accreditations

Who should apply ...

- An individual with a minimum of 2 years previous experience in a similar role, and a solid foundation in IT support with a service driven approach and looking for the next and potentially long-term foot on the ladder
- An individual with excellent communication and analytical skills
- Someone who is able to work autonomously
- An individual who works effectively within an established team
- Someone with the ability to prioritise and work effectively with minimal supervision
- Someone who is willing to work flexible work hours

Package

The basic package is:

25k p.a.

20 Days Annual Leave (increasing by +1 day per year of service up to 25 days p.a.)

Your training will be paid for **

Should you be required to visit client's sites outside London, expenses will be paid, and inside London also where agreed in advance with the end customer or by PTLG management.

** Training costs are recoverable by the employer should you leave the employ within 12 months of cost based training completion.