



ROLE PROFILE - IT SUPPORT ANALYST

Employees and applications; consumers and products; people and devices – we bring them together and help them do business, digitally and securely.

At Pirean, we improve customer engagement, enable workforce productivity and secure access for millions of users every day.

We are looking for an IT Support Analyst to join our team in Canary Wharf.

Overview of the Role

The IT Support Analyst will take responsibility for the desktop IT systems and hardware within the business, ensuring full functionality and smooth day-to-day running. As an avid computer user, you are able to bring your skills and experience to bear in a variety of support activities, ensuring that your colleagues have a great experience of IT support delivering minimal disruptions and downtime to their daily work.

Key Responsibilities

- Build and installation of all Company computers, including re-builds, upgrades and re-purposing
- General IT support, help and advice
- Installation and support of all locally installed software packages on colleague machines
- Purchase and maintenance of new computers and standby stock to manage failures and switchovers
- Support of internal network and phone systems (VOIP)
- Liaison with external suppliers
- Contribute to business continuity management through regular backups and a restoration plan for business resumption / disaster recovery
- Assistance with IT risk analysis and audit compliance.

Other Aspects of the Role

- To support Windows, Mac OS in a small, professional office environment
- To play a role in the business achieving ISO27001
- To carry out aspects of the joiners, movers and leavers process, ensuring compliance at all times in line with company and client expectations
- To ensure external suppliers maintain SLAs and to communicate with them on issues regarding service and the account
- Build strong relationships and work comfortably with colleagues across the board.

Experience and Skills

- Demonstrable experience of supporting office IT systems
- Excellent communication skills
- Problem solving
- Supporting a mixed user base of office and offsite workers, being able to troubleshoot and help remotely
- Significant experience of Office 365 and other online estates
- Previous experience of VPN configuration and maintenance
- Ideally, MCSE Qualifications or equivalent experience

Job Type

Permanent

Start Date

a.s.a.p.

Salary

Competitive

Location

Canary Wharf, London

Restrictions

Must have permits / Visa to work in the UK

Must be fluent in English (written and verbal)