

**Junior IT Support Analyst**

London

Perm, Full Time

Start Date: ASAP

**Purpose**

The primary purpose of the role is to provide a service to the business and rapidly resolve technical issues as part of the group service desk supporting staff based in London, Bermuda and those working from home.

**Specific Responsibilities****Technical Responsibilities**

- Support the Infrastructure platforms providing a high level of service availability
- Deploy application/system changes in accordance with the change management process
- Work with the Applications and BI teams to resolve incidents and perform changes.
- Resolving all technical problems within the London office and liaising with Bermuda IT staff where appropriate, identify solutions to technical and deliver these solutions
- Document all new technical fixes in the Service Desk tool and update departmental documentation and procedures enabling the sharing of knowledge to peers and colleagues
- Ensure all equipment; PCs, printers, iPhone, telephones and scanners are maintained in optimum condition
- Assist with ensuring that Servers and desktops are kept up to date with all necessary software patches and updates according to the agreed schedule
- Assist with any software release deployments

**Service Management Responsibilities**

- Support the team through training and the provision of documentation relating to infrastructure changes
- Support desktop and user support, proactively resolving any Service incidents
- Log and regularly update service desk tickets
- Provide guidance on how best to make use of our infrastructure, provide regular feedback to the team on Incidents and Problems ensuring effective handover of incidents which span support time zones.
- Support for delivering Business Continuity in a DR situation

**Skills & Requirements:**

- 1-2 years' relevant work experience
- Experience of working in a Corporate environment
- Positive and energetic outlook to delivering a good service
- Good communication skills, responsive and team focussed
- A passion for delivering excellent service and for continuous improvement of services
- Microsoft active directory knowledge.
- A knowledge of PowerShell scripting language
- Knowledge of Microsoft Windows 10, Windows Server 2012/2016/2019, Microsoft Office Suite O365 and Azure.



- An understanding of networking principles as applied to LAN, WAN and VOIP configurations.
- Knowledge of Virtual server technologies. Paediatrician
- IT related degree\qualifications
- Strong IT trouble shooting skills, Server and in relation to end user support.
- Experienced in using Service Desk ticketing tools and has an understanding of Service Management best practices.
- Able to effectively communicate and support VIPs, Senior Management and Board members in pressured environments. A genuine interest in Technology and its application and use in business
- Work as part of a team and be willing and able to work outside normal office hours as required.
- Willingness and commitment to support multiple geographical regions.
- Desire to develop a career in technical service delivery

#### Lancashire Values

- **L**eadership, exhibiting passion and commitment in all aspects of Lancashire life and inspiring others to do the same, we are
- **A**spirational, aspiring to deliver a superior service for our clients, ourselves and our business partners, we are
- **N**imble in our decisions, actions and business processes, we are
- **C**ollaborative, valuing teamwork and a diversity of skills and experience and sharing in our success, and we are
- **S**traightforward in conducting our business in an accountable, open, honest and sustainable way.

#### How to Apply

Please e-mail your CV and a covering letter including your salary expectations, notice period and availability to interview to [HR@lancashiregroup.com](mailto:HR@lancashiregroup.com)