

ROLE DESCRIPTION

Job title	IT Business Support Analyst	Role Holder:	
Reporting Lines:	IT Business Support Manager	Location:	London

1. 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, Australia, US and those working from home.

2. Specific Responsibilities

- Provide 1st and 2nd Line support to end users and provide a high level of service availability (Password reset, troubleshooting, maintenance)
- Ownership of Incidents, Service Requests, Problems and Change Requests
- Windows build and deployment tools, such as MDT, Autopilot
- Experience with MDM – Jamf
- Manage tickets via ITSM software ServiceNow
- Troubleshooting Outlook, including problems connecting to Exchange/Office 365
- Deploy application/system changes in accordance with the change management process
- Resolving all technical problems within the London office and liaising with Bermuda IT staff where appropriate, identifying solutions to technical and delivering 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, Laptops, Printers, iPhone and telephones 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

3. Essential Skills & Requirements

- Positive and energetic outlook to delivering good customer service
- Good communication skills, responsive and team focused
- Work as part of a team and be willing and able to work outside normal office hours as required and be part of an out-of-hours support rota.
- Desire to develop a career in IT Service Delivery
- Willingness to learn and take on new challenges.
- Qualifications to at least GCSE level or equivalent.

4. Lancashire Values

- Leadership, exhibiting passion and commitment in all aspects of Lancashire life and inspiring others to do the same, we are
- Aspirational, aspiring to deliver a superior service for our clients, ourselves and our business partners, we are
- Nimble in our decisions, actions and business processes, and considerate of our environment and wider society, we are
- Collaborative, valuing teamwork and a diversity of skills and experience and sharing in our success, and we are
- Straightforward in conducting our business in an accountable, open, honest and sustainable way.