



Are you an experienced Technical Support professional, passionate about delivering a high quality support service?

We're looking for an **IT Analyst** to join our UK One IT team. The team take ownership for the delivery of an efficient and effective high quality support service across our internal and customer facing systems.

What will you be doing?

Our small and dedicated IT team share responsibility across the UK locations for onsite and remote support. This role will see you working across all areas of support 1st to 3rd line, desktop, service desk, server, telecoms, hardware and software. There's also the opportunity to work on key projects across the business, focusing on areas such as systems improvements and security.

What are we looking for?

You'll have previous experience in a Technical Support role working across a variety of IS and IT support areas in a fast-paced environment. You're a team player and self-starter, happy to get stuck in and be flexible. A natural problem solver, you are confident with excellent communication skills.

Key skills/knowledge for this role include:

- General Desktop support & up to date knowledge of Windows client systems (PC's/Laptops/Printers)
- Technical experience in core technologies, such as; Active Directory, Windows Server 2012 onwards, VMWare, Microsoft Exchange, Firewalls and Cloud based solutions.
- Telephony support and configuration experience; ideally Shoretel, Mitel and Mobile
- Networking concepts and troubleshooting techniques (WiFi, LAN, DNS, DHCP, Firewall Management)
- Managing essential maintenance tasks such as backups, patching and security solutions (Anti-virus)
- Strong customer service focus and ethos

What we offer

You'll be working in a friendly, supportive and focused environment, as part of an experienced team who take pride in what they do and the positive impact our services and products have on a wide range of healthcare providers across the UK. Our team enjoy a variety of work-related events as well as regular social activities in and out of the office.

A competitive salary and a great range of company benefits, including matched pension, health cash plan and well-being allowance.

Permanent, full time, 35 hours/week Mon-Fri, office based with some out of hours / shift work, and occasional travel, as per needs of the role/business.

Up to £30k neg. DOE, plus our excellent benefits package

If this is just the role you've been looking for, please [apply now](#) with an up to date CV, thank you.

(Please note: sponsorship is not being offered, so you do require full right to work for the UK before applying)