IT System Support Analyst

Location: Coventry, West Midlands, CV1 4JU
Salary: £16,000 - £22,000 Depending on Experience + overtime and benefits
Contract: Full time, permanent

About us:
Syscomm offers high-end, cutting-edge Server, Network, WAN and Voice solutions from their own network of UK Datacentres with day-to-day support coming from the Service Desk of Technicians at their modern Coventry office.

Due to expansion, Syscomm are recruiting for a motivated IT System Support Analyst who is looking for a new challenge.

The role:
The primary responsibility of the IT System Support Analyst is to provide excellent proactive and reactive network IT support for customer systems, including:

- Providing 1st and 2nd line Technical Support for customer issues raised through our Helpdesk or on the phone
- Configuring, Installing and Maintaining Hardware, Software and Services
- Management of Cloud and Internet Services
- Pro-active Monitoring and Maintenance of Networks and Systems
- Creating and Maintaining Documentation in accordance with IT Standards
- Onsite visits to customer sites to provide Technical Support and System Administration.

To help the company meet its customer's expectations, the role will involve occasional out of hours working as a part of a rota.

About you:
You will be enthusiastic with sound academic qualifications, knowledge of a broad range of IT systems and have excellent communication and organisational skills for this customer facing role. You will be committed to offering the highest levels of customer service and be happy to own issues from start to finish, seeing more complicated tasks as an opportunity to develop and learn from the team.

The successful System Support candidate will be keen to progress their IT career as a member of our team, gaining hands-on exposure to a broad range of advanced IT technologies, systems and environments.

Essential skills required:
Good knowledge and experience of Microsoft Windows 7/8/10, Office 365, Server 2012 and 2016 Operating Systems and environments, plus:

- A working understanding of TCP/IP Networking and Wireless
- Personable and well-presented team player and good company ambassador
- Excellent written and verbal communication skills
- A good academic record
- Full UK driving license and your own car
- Organised and able to plan and prioritise your own workload

- An enthusiasm for IT and excellent customer service, with a keenness to learn new systems and technologies.

What you will get in return:
The company offers a varied and dynamic role with fantastic opportunities to gain experience with a wide range of technologies and really progress careers. Syscomm hosts regular social occasions, and has a culture in which doors are left open for all staff to grow and develop within the company. Home broadband is offered free of charge, with other benefits including a company pension and free onsite parking

You must be eligible to work in the UK.

If you feel that you have the skills and experience to be successful in this role then apply today!

Strictly NO agencies please.

Keywords: IT Support, Support Analyst, IT Analyst, Helpdesk, 1ST Line Support, 2nd Line Support, TCP, IP, Networking, Wireless, Hardware, Software, Support Engineer, Network Technician, Systems Administrator, MCSA, CCNA, MCP

Screening Questions
Do you have a valid driving license?
Do you have a car that could be made available for business use?
Are there any reasons why you would not have the right to work in the UK?
Are you available to start within 1 month of being offered a position?
Do you have at least 1 year of experience in an IT Support role?