

# IT Support Analyst - MSP



**Location:** Coventry, West Midlands, CV1 4JU

**Salary:** £24,000 - £32,000 Depending on Experience + benefits

**Contract:** Full time, permanent

Are you an ambitious IT Support Engineer looking to develop your Network, Firewall and Server skills within a fast-paced IT environment? Are you looking for a company that supports professional training and certifications whilst working hands-on in diverse Customer environments?

Do you strive to deliver the 'Gold Standard' for IT Support and Customer Experience?

If so, we have a great opportunity for you working alongside our IT specialists and investing in you to develop your skills and experience with industry training and with exposure to diverse situations. We provide the opportunity for progression within the company, and we prefer to grow and develop our people from early in their careers.

You will be working within the Helpdesk team to provide a professional and responsive IT Support Service to our Customers. You will take ownership of Systems and Network faults, and conduct diagnostics with end users to implement solutions.

## About us:

Syscomm are a Managed IT Services Provider delivering an extensive range of IT technology from our own network of Data Centres, with IT Support and Systems Administration delivered by our helpdesk team in Coventry.

If you've got the passion and motivation to be the best, then apply today - this could be the role for you.

## The role involves:

- 1st and 2<sup>nd</sup> line Technical Support for issues raised through our Helpdesk or on the phone
- Supporting Customer Desktops, Servers, Firewalls, Cloud and Internet Services
- Providing a pro-active response to issues detected by Network and Security Monitoring
- Producing documentation in accordance with ITIL Standards
- Visits to Customer sites to provide Technical Support

The role is will involve occasional out of hours working as a part of a team rota.

## About you:

You're the happy and helpful technical guru your colleagues go to first when they need IT support!

You understand the importance (and value) of Customer satisfaction, with excellent analytical skills and a determination to work through complex technical problems, seeing challenges as an opportunity to learn and grow.

You're enthusiastic, with a can-do positive attitude and wouldn't hesitate to go the extra mile where required, and you have a particular interest in IT Security best practice.

## Core Skills and Requirements:

- Windows 10/11 and Microsoft 365 End-User configuration
- Windows Server Infrastructure and Active Directory / Group Policy

- Firewall, Security and VLAN Configuration
- Excellent written and verbal communication skills
- Full UK driving license and your own car

#### **Desirable Knowledge and Skills:**

- VMware, Hyper-V, Veeam
- Networking Principals (eg CCNA) and FortiGate Firewalls

#### **Our Culture:**

We offer our team an exciting position within a fast-paced and busy organisation, with opportunities to gain experience working with a wide range of technologies.

We have a growth and quality focussed culture and encourage everyone to seek opportunities for personal and business development, including professional accreditations and training.

We host regular social occasions, and Syscomm 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.

#### **No agencies please.**

**Keywords:** IT Support, Support Analyst, IT Analyst, IT Engineer, Helpdesk, 1<sup>st</sup> line support, 2<sup>nd</sup> Line Support, Desktop Support, Server Administration, Networking, Wireless, Hardware, Software, Support Engineer, Network Technician, Systems Administrator, MCSA, CCNA, MCP

#### **Screening Questions**

Do you have a driving license and car available for business use?

Are you able to commute to Coventry on most days of the week?

Do you currently 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 or an IT qualification?