Graduate IT Support Analyst – Service Provider

Location: Coventry, West Midlands, CV1 4JU
Salary: £22,000 - £26,000 and Company Benefits
Contract: Full time, Permanent

About us:
Syscomm are a Managed IT Service Provider (MSP) delivering advanced Server, Network, Cloud, Security and Voice solutions. Our continued business growth is creating exciting career opportunities and we are seeking talented individuals with a passion for technology, who wish to develop their career in a fast-paced technical environment.

We support our Customer's infrastructure and also operate our own Data Centre infrastructure to provide integrated solutions for a diverse customer base, supported and administered by our technical team from our friendly, modern offices in Coventry.

This varied, fast paced environment is a fantastic opportunity to build experience and knowledge of networks and systems from within a busy Customer focused, Service orientated Support Desk environment. Your hands on involvement in varied day to day operational and support issues is a technically rewarding learning opportunity to develop your skill set and take your career to the next level.

The Role
Involvement in the varied activities of our busy Support Desk, tasked with resolving customer issues, monitoring and maintaining our own systems and network infrastructure and assisting in the delivery of customer and internal projects at our offices and at customer sites.

The key responsibilities of the role include:
- Provide 1st Line IT Support
- Work to incident SLA thresholds
- Monitor Systems & Performance
- Patch and Anti-Virus updates
- Receive and check equipment function
- System and Network configuration, test and deployment
- Maintain Equipment Service Inventory
- Prioritise and Manage workload effectively
- Establish and maintain excellent working relationships with colleagues and 3rd party's

About you:
You will have a passion for technology, have a degree or equivalent, are confident, possess excellent communication, and organisational skills, demonstrate attention to detail, with a self-motivated determination to develop your potential and succeed in a busy MSP technical environment.
The ideal candidate will have a high level of Customer Service experience with knowledge of the following;
- Active Directory user and computer administration
- Microsoft Office
- Windows administration
- Exchange 2010 mailbox administration
- Computer and Network Hardware
- A sound understanding of networking principles, TCP/IP and WAN/ LAN /Wi-Fi
- Have or be working toward Microsoft, Network or Security certifications.

What you will get in return:
The company offers competitive salaries in a friendly and supportive working environment, where the challenges and success are shared by the team, and where training and mentoring by senior members offers the opportunity to develop your career and gain experience across a wide range of technologies. Our open-door culture encourages employee involvement, training, growth and development within the company. We host regular social occasions, home broadband is offered free of charge, with other benefits including a company pension and free onsite parking.

If you love technology and can keep smiling while fixing it – apply today, we look forward to meeting you!

Screening Questions
Are you within a commutable distance of our Coventry offices?
Do you have at least 1 years of experience in a Customer facing service role?
Do you have at least 1 years of experience in a hands-on IT Engineering role?
Are you available to start within 1 month of being offered a position?
Do you have a valid driving license?
Do you have a car that can be made available for business use?
Do you currently have the right to work in the UK?

Strictly NO agencies please.

Keywords: Graduate Support Analyst, IT Support , IT Analyst, IT Administration, Service Desk, Support Desk, Office 365, PC Build, Microsoft Windows, Active Directory, AD, Microsoft Exchange, WiFi, IT Infrastructure, Technical Support, MSP, Data Centre, Network Technician, Systems Administrator, MCSA, CCNA, MCP, CompTIA, CEH Full Time Permanent Coventry