

IT Support Analyst - MSP



Location: Coventry, West Midlands, CV1 4JU

Salary: £24,000 - £40,000 Depending on Experience + benefits

Contract: Full time, permanent

Are you an IT Support Analyst looking to develop your career in a fast-paced Managed Service Provider (MSP) that encourages professional training and development?

Are you a Self Starter with good hands on problem determination skills that enjoys working with a diverse range of Customers?

Do you strive to deliver the 'Gold Standard' in IT Support?

Opportunity

If so, we have a great opportunity, working as part of our friendly Support Desk team to provide a professional and responsive IT Support Service to our Customers.

As part of our collaborative team, you engage with customers on a diverse range of systems, networks, communications and security issues, in an environment where we desire to develop our people's skill and experience and their career progression within the company.

The role involves:

- Ownership of Technical Support issues raised through our Support Desk
- Communication with users via Support Portal, Telephone and email
- Supporting Customer Desktops, Servers, Firewalls, Cloud and Internet Services
- Providing a pro-active response to issues detected by Network and Security Monitoring
- Performing and Monitoring Anti Virus and Back Up routines
- Producing documentation in accordance with ITIL Standards
- Visits to Customers to provide on site Technical Support
- The role will involve occasional out of hours working as a part of a team rota.

About you:

- You're enthusiastic and collaborative, with a positive can-do attitude keen to go the extra mile.
- You understand the importance (and value) of Customer satisfaction.
- Can work under your own initiative with an analytical approach to solve complex problems
- Articulate with excellent English written and verbal communication skills
- See challenges as an opportunity to learn and grow.
- Have a sound academic background and passion for technology
- Have or are working toward Systems, Networking or Security accreditations

Core Skills and Requirements:

- Windows 10/11 and Microsoft 365 End-User configuration
- Windows Server Infrastructure and Active Directory / Group Policy
- Networking Principals
- Firewall, Security and VLAN Configuration
- Full UK driving license and your own car

Desirable Knowledge and Skills:

- Microsoft, Cisco, VMware, Veeam or FortiGate accreditation such as MCSA, CCNA, MCP

About Syscomm:

Syscomm are a successful IT Managed Services Provider with a long heritage of delivering an extensive range of leading edge technologies from our own Network and Data Centre's. Supported and Administered by our team in our modern Coventry offices.

Our Culture:

We believe that being part of our team is an exciting prospect within a fast-paced and busy organisation, with opportunities to gain experience working with a wide range of technologies.

We have a friendly supportive culture focused on growth and the delivery of quality to our customers, whilst encouraging everyone to seek opportunities for personal and business development, through mentoring, training and professional accreditations.

We host regular social occasions, and benefits including support with accreditations, Syscomm broadband, company pension, 28 days holiday and free onsite parking.
You must be eligible to work in the UK.

If you have the passion and motivation to be the best, could this be the role for you!

Then **Apply Today!**

Your Experience / Background / Previous Roles May Include:

IT Helpdesk Technician, Technical Support Specialist, Desktop Support Technician, IT Service Desk Analyst, Systems Support Technician, IT Support Engineer, IT Operations Technician, User Support Specialist, IT Troubleshooter, IT Service Technician, Network Support Technician, IT Support Analyst. ; IT Support Engineer, 1st Line Support Engineer, 2nd Line Support Engineer, IT Support Technician, Service Desk Technician, Helpdesk Engineer, IT Service Desk, Linux or Windows Systems Administrator,

No agencies please.

Screening Questions

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

Are you within one hour commute time to our Coventry office?

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?

Do you have excellent command of English and communication skills, both verbal and written.

DBS certificate is required (Enhanced Disclosure)

Do you currently have the right to remain and work in the UK?