JOB DESCRIPTION

IT Support Analyst

Position	IT Support Analyst
Department	Information Technology
Reporting to	Head of IT
Office	Bishop's Stortford

Overall Purpose

To assist and support the IT Department.

Main Tasks

- » Assist with the setup, deployment and configuration of Windows desktops and laptops.
- » Assist with installing and configuring standard software applications
- » Monitor the IT support inbox responding promptly to incoming support requests
- » Provide first- and second-line IT support.
- » Assist with reporting faults and configuration requests to third party suppliers.
- » Assist the IT team across day-to-day tasks and ongoing projects.

This job description is not a definitive list or exhaustive list of responsibilities but identifies the key responsibilities.

Job Specification

	Essential	Desirable
Education Qualifications	Good all round education including English and Maths Educated to 'A' Level standard (or equivalent)	Qualification in Computer Science
Experience	Experience in handling first-line IT support queries with the ability to triage, resolve or escalate as appropriate Experience in using, supporting and troubleshooting Microsoft 365 (including Outlook, Teams, OneDrive and SharePoint).	
Personal Attributes	Strong organisational skills Can use own initiative Can prioritise own workload and multi-task effectively	
Competencies	Basic IT skills, especially within Microsoft 365 package Excellent communication skills being able to engage with users. Works well in a team	
Other Factors	Can work to deadlines Works well under pressure Good attendance record Must hold clean driving license	

May 2025