NOCKOLDS

IT Support Analyst

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

Job Purpose

To support and assist the IT Team in delivering high quality technical support. Your day will involve a mix of service desk work, walk up support, AV/meeting assistance, and involvement in small projects and service improvement initiatives.

You will support users at all levels-including Partners and Senior Leaders, so professionalism, reliability, and strong communication skills are essential.

Duties and Responsibilities

» Provide onsite IT Support for day-to-day tasks, including desktops, laptops, mobile phones and meeting room technology
» Set up, configure, deploy, and support PCs and laptops
» Administer Azure AD/Active Directory and Intune
» Installing, configuring and troubleshooting standard software applications
» Reporting faults and configuration requests to third party suppliers
» Deliver IT training for both new starter inductions and ongoing user training
» Assist the IT team with 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
About You	3-5 years' experience in an IT support role Experience and strong technical knowledge in using, supporting and troubleshooting Microsoft products including but not limited to Microsoft 365, Windows 11, Intune and Azure AD and Active Directory and SQL Good all-round education including English and Maths	
Behavioural Competencies	Good communication skills with both technical and non-technical users and 3rd party suppliers Good organisational skills and able to multi-task effectively High attention to detail in all aspects of work Can use own initiative and work alone as well as work well in a team Works well under pressure	
Additional Information	Must hold clean driving license and passport Good attendance record	

-February 2026