

## DESKTOP SUPPORT ANALYST

### KEY PURPOSE OF ROLE:

BI WORLDWIDE is a global performance improvement company offering blue chip organisations bespoke, web-based, employee engagement, sales incentive and reward and recognition programmes.

You will be required to provide 1<sup>st</sup> and 2nd line IT Support to all BI WORLDWIDE Associates in their use of desktop computing and telephony equipment. This includes installation, upgrades and maintenance to ensure optimal performance of all BIW owned equipment.

The jobholder will also be required to troubleshoot and resolve technical problems in a timely manner or escalate them to 3<sup>rd</sup> line support where required.

### Principal Responsibilities:

- Provide support for the IT desktop environment including PCs, VDI desktops, laptops, telephones and peripherals
- Monitor and respond to service requests via the helpdesk system
- Enforce and monitor all aspects of desktop security as required
- Provide support to associates in their use of BIW owned IT equipment and arranging basic training as required
- User administration in Active Directory
- Creating and maintaining users in the Microsoft Exchange email system
- Carry out technical tasks as requests as directed including assisting in administration and maintenance of the backups
- Creation of user guides and documentation as appropriate
- Maintaining the asset management system
- Support office desk moves ensuring all computer equipment is moved safely and with minimal down time to users

### Skills & Experience

- Minimum of 2 years desktop support experience
- Knowledge of Microsoft applications (Windows 10, Office 365, Active Directory etc)
- Experience of using helpdesk software
- Knowledge of basic IT security, preferably within an ISO27001 environment
- Customer service focus
- Organised
- Good at documentation and process control
- Thrives in busy and challenging environment

On top of the great benefits, you'll also get to work as part of a supportive and driven team in a company where the culture is to work hard, share the rewards and celebrate as a family!

Send us your CV now to find out more!