



JOB SPECIFICATION

Job Role: I.T. Technical Support Analyst

Reporting To – I.T. Manager, The Parkside Group Limited

Role Description:

Provide 1st level technical support (hardware and software) to all departments within the group.
Research and development of new technology.
Implement updates to existing technology.
Manage support calls placed with our support companies.
Procurement of I.T. equipment, peripherals & consumables, ensuring timely delivery of items ordered.
Other duties as required in support of the I.T. Department objectives.

Working knowledge of the following:

- Microsoft Windows Operating Systems (7, 10).
- Microsoft Windows Server Operating Systems (2003, 2012).
- File/folder permissions.
- Desktop/laptop hardware.
- Networking, IP addressing.
- Microsoft SQL.

Knowledge of the following would be an advantage but not essential:

- Crystal Reports.
- Sage X3.
- VMWare
- McAfee

Scope:

General support of all Parkside Group I.T., Telecoms and business systems.
Support of all reporting functions within The Parkside Group.
Assisting with the day-to-day running of the I.T. Department and I.T. related systems.
Ensure all the responsibilities are met within the Job specification.
Provide support and assistance to the IT Team, reporting to the IT Manager.

Key Performance Indicators:

To achieve excellent levels of service and support to all departments.

Optimum performance of I.T. and business systems.

To achieve maximum up-time service possible on all systems.

To ensure all support calls resolved quickly and efficiently.

To ensure compliance of Parkside Group I.T. and business systems to legal, fiscal, employment and environmental obligations.