

Desktop Support Analyst

Department: IT Availability Services (ITAS)
Reports to Director of ITAS, North America & New Zealand
Location: Newport News, VA
Hours: 40/week

Summary

We are looking for an experienced IT professional with familiarity of working in an ICT department and used to working as part of a small team to support all ICT business needs and projects. Works across a broad range of technologies and liaises across multiple areas of the business to support incidents, problems and requests. Responsible for answering IT requests via phone, email, instant message and electronic helpdesk system while being able to explain solutions in technical and nontechnical terms.

Primary responsibilities and accountabilities

- Build and install PCs, telephone systems, wireless networks and peripheral devices (such as printers, scanners, mobile/smart phones) related to desktop infrastructure, in accordance with department standards
- Provides advice and guidance to colleagues regarding incidents
- Maintain installed PCs, networks, telephone systems and peripherals with routine maintenance
- Identify, log and resolve technical problems with software applications or network systems
- Identify potential changes and system improvements to present to senior team leaders for consideration and implementation
- Ensure that work is carried out within agreed service levels and in accordance with department guidelines
- Create, maintain, and distribute reports of progress to senior leadership
- Maintain support system with up to date solutions and clear record of activities
- Explain and document technical issues in a clear way to internal clients
- Use call logging system to accurately record requests

Technical Requirements:

Essential

- Excellent Customer Service in Face-to-Face, Telephone or Electronic Interaction with Clients
- Good Language and Communications Skills
- Problem-Solving Skills
- Relevant Microsoft Certifications, especially around O365 Administration, Windows Server Administration (2008 -> 2016)
- Good Understanding of Computer Support and Troubleshooting
- Knowledge of Windows 10, Windows Server products and/or Apple Operating Systems
- Ability to Work in a Team



- Ability to Prioritise Projects
- Experience of Microsoft Desktop Operating Systems and Office 2007 to 2016/365
- Imaging Technologies – Acronis, Windows Deployment Services
- Understanding of IT security issues including anti-virus, malware prevention
- Understanding of Virtual environments – Hyper-V and VMWare
Backup software – Data Protection Manager 2012 / Veeam
- The ability to work under pressure and to handle all end-users in a positive and confident manner
- The ability to prioritise and escalate work schedules

Desirable

- Experience with working with cloud technologies
- Knowledge of SharePoint technologies
- Experience using Monitoring tools
- Management and configuration of VOIP (Mitel) internal telephony system
- Experience with Linux based operating systems

To apply for this position, please forward a CV and covering letter to HR-US@proactis.com.