

# Job Description

## IT Support Services Administrator

<b>Department</b>	Information Technology Support Services
<b>Location</b>	Abingdon, UK
<b>Summary of Job</b>	To provide excellent IT support services to internal and external customers and global operations.
<b>Reporting Structure</b>	Reporting to IT Support Services Manager
<b>Essential Functions</b>	<ul style="list-style-type: none"><li>• 2nd line diagnostics of more complex software and hardware issues</li><li>• Telephone/IT Service Desk support to internal and external customers.</li><li>• Provide excellent customer service and communication.</li><li>• Provide support and guidance for lower level administrators in their job functions.</li><li>• Executing standard operational procedures (e.g. back-ups) correctly and training others.</li><li>• IT Service Desk incident management, follow up, resolution and escalation.</li><li>• Documentation of problem resolution and operating procedures.</li><li>• Installation of computer hardware and software.</li><li>• Project manage the implementation of technical projects.</li><li>• Take on primary responsibility for certain areas (e.g. Service Levels).</li><li>• Help ensure IT policy compliance in internal and external audits.</li></ul>
<b>Job Requirements</b>	<p><b>Education</b></p> <ul style="list-style-type: none"><li>• Preferably educated to degree level, but at least 'A' level standard with Maths, English and Computer Science/ICT to GCSE level</li><li>• Up to date certification in one or more areas listed under Technical Skills or equivalent experience.</li></ul> <p><b>Experience</b></p> <ul style="list-style-type: none"><li>• This is a position suited to an IT Professional with significant experience in a customer service-based environment, using some or preferably all of the skills listed under Technical Skills.</li></ul>

### **Technical Skills**

Excellent and up to date knowledge of:

- Microsoft Windows client/desktop operating systems (from 7 and above)
- Microsoft Windows Server and support (2008 and above, and Active Directory Services)
- PC/Laptop/Tablet/mobile hardware, telephony (PBX), and networking
- Microsoft and general desktop application software (MS Office 2010 and above)
- Using VMware to create and manage VMs

### **Non-Technical Skills**

- Helpful, friendly and dedicated customer service attitude
- Excellent team player
- Excellent personal organisation and prioritization
- Very good attention to detail
- Enthusiastic and committed approach
- Excellent methodical problem solving ability
- Willingness to learn new skills
- Flexibility and ability to work under pressure in order to meet deadlines

### **Physical Demands**

- Sitting at a desk
- Walking between departments on site
- Moving PCs and small pieces of IT equipment

### **Working Conditions**

- Working in an air conditioned shared office
- Own workstation