CITYLIT
INSPIRING PASSIONS · REALISING AMBITIONS

JOB TITLE:	Junior First Line Support Analyst
DEPARTMENT:	IT
REPORTS INTO:	Support Analyst Team Leader

ABOUT CITY LIT

It is the purpose of City Lit to bring people together to enrich lives through learning.

OVERVIEW OF THE JOB

In this role, you will improve the user experience of college staff and learners by providing excellent 1st line support within the Technical Operations team. You will work in a rapidly changing environment, gaining experience in both Windows and Mac environments, server technologies and assist with supporting over 60 servers, mainly running Microsoft operating systems.

KEY AREAS OF RESPONSIBILITY	KEY PERFORMANCE INDICATORS (KPIs)
Provide 1st Line IT Support to Staff and Learners	- Providing a reliable and efficient first point of contact for all staff and learners who require IT support. - Creating user accounts and managing access. - Rebuilding machines with imaging technology. - Providing desktop support including IMAC tasks (Installs, Moves, Additions & Changes). - Troubleshooting desktop / laptop Issues. - Maintaining inventory. - Managing hardware loan bookings. - Providing media file conversion. - Supporting with audio Visual equipment in classrooms - Monitoring the Support desk and escalating tickets where necessary. - Managing calls and prioritising work. - Keeping customers updated throughout the ticket lifecycle.
Other	- Suggest efficiencies and service improvements to the Support Analyst Team Leader. - Attend relevant training / development events and meetings as required. - Any other duties as appropriate to the post. - Work always in accordance with and to further the policies and procedures of City Lit, including those regarding safeguarding, health & safety, equality & diversity and customer care.

KNOWLEDGE/QUALIFICATIONS REQUIRED	ATTRIBUTES/EXPERIENCE REQUIRED
The successful candidate will have a Vendor recognised accreditation (MCDST, MCP, MCSA) or computing BSc degree, and will be familiar with the following: - Networking principles (TCP/IP) - Microsoft Active Directory (Users & Computers) on-prem and Azure AD - Windows and Mac	- Be self-motivated to improve IT Skills and research issues and suggest solutions. - Well organised with strong prioritisation and time management skills. - Demonstrate strong communication skills, and able to adjust communication style to audiences with varying digital and learning skill levels. - A team player.

- Microsoft Office on-prem and M365 - Understanding Windows Event Logs - Helpdesk software e.g. Jira - G Suite and Zoom desirable - MS Teams and SharePoint online desirable	

Pay	Up to £26k per annum depending on experience
Hours of Work:	08:30 to 20:30 Mon-Fri and 09:30 to 17:00 Sat-Sun on a rota system.