

## IT Support Analyst Job Description

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| <b>JOB ROLE:</b>   | IT Support Analyst                                  |
| <b>REPORTS TO:</b> | Service Desk Manager and End User Computing Manager |
| <b>DIVISION:</b>   | Support Services                                    |

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### COMPANY STATEMENT:

Salvation Army Trading Company Ltd is the trading arm of The Salvation Army in the UK and Republic of Ireland. We were established in 1991 to help fund The Salvation Army's vital work with vulnerable people in the UK, and today we raise money and encourage reuse and recycling through over 240 charity shops and donation centres, and a nationwide network of around 8,000 clothing banks.

We are at the forefront of textile reuse and recycling, and we work closely with our key partners, including some of the biggest retail and online brands. Our work extends to different markets through other divisions, supporting our parent church and charity and music interests in the UK and internationally. With the support of the British public, we have raised over £80 million over the past 10 years to help the work of The Salvation Army.

Our core purpose is 'enabling mission and providing resource to help the work of The Salvation Army' which we do following our values: Compassion, Accountability, Respect, Equality.

### SCOPE OF ROLE:

Reporting to the Service Desk and End User Computing Manager you will be expected to provide IT support to all areas of the Organisation with respect to IT Hardware, Software and services including Retail stores. Operating as first point of contact for IT Support via Phone, Email and face to face.

### KEY RESPONSIBILITIES:

- Provide 1<sup>st</sup> / 2<sup>nd</sup> line technical support and assistance for all colleagues across the SATCoL organisation.
- Log incidents & requests in the ITSM system and manage them in line with defined procedures and SLAs.
- Ensure assets are recorded and ensure these records are accurately maintained.
- Monitor the IT estate to ensure services are operating efficiently and effectively.
- Monitor IT Helpdesk system and action and/or escalate to the relevant handler.
- Assist with the security, access and protection of computer data.
- Provisioning of hardware, network devices and software requirements including but not limited to laptops, desktops, printers and mobile devices.
- To be an IT enabler to help meet the Organisation's IT requirements.
- Work as part of the Service Desk Team to achieve our goals.
- Liaise with 3<sup>rd</sup> party suppliers with respect to but not limited to hardware, software and services.

- Support the Retail and CCD division. This includes travel to various UK locations and may require overnight stays.
- Provide assistance as and when required by the Service Desk Manager for specific IT projects or other IT activities required within the Organisation.

#### **KEY ATTRIBUTES:**

- Ability to problem solve through a structured approach.
- Be Enthusiastic, Proactive, Organised with good attention to detail.
- Willingness to learn new skills and technologies – training resources available.
- Ability to work under pressure.
- Ability to communicate technical issues in a clear understandable manner.
- Work well individually and within a team environment.

#### **ESSENTIAL SKILLS AND QUALIFICATIONS:**

- Minimum of 1 year experience supporting a Microsoft Windows Desktop environment.
- Minimum of 1 year experience providing 1<sup>st</sup> Line or 2<sup>nd</sup> Line technical support.
- Strong understanding of Microsoft Technologies including but not limited to Windows 10 / 11, Microsoft 365 environment and Windows Server Administration.
- Good understanding of customer service and support culture.
- Good verbal and written communication skills.

#### **DESIRABLE SKILLS**

- Microsoft Certified Professional.
- Understanding of ITIL framework.
- Experience with Microsoft 365 including Exchange, Endpoint Manager and Azure etc.
- Experience working with EPOS equipment, not essential as training will be provided.
- Experience with Windows Server Management – Active Directory, DNS, DHCP etc.
- Understanding of Networking hardware and principles.

***Because of the changing nature of our business your job description will inevitably change. You will, from time to time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.***