gentoo

Job Description

Job Details

Job Title	System Support Analyst
Department	IT
Reports To (Job Title)	System Support & Implementation Manager
Responsible For (Job Title)	N/A
Job Reference No.	Gentoo00072

Job Purpose

As a System Support Analyst, you will play a crucial role in providing technical assistance and support to end-users within the organisation. Your primary responsibilities will include troubleshooting system issues, resolving technical problems, and providing training and guidance to users to optimise their utilisation of systems and applications. This position requires strong technical skills, excellent communication abilities, and a customer-focused mindset to ensure the smooth operation of systems and enhance user satisfaction.

Key Responsibilities (minimum of 5/6 and maximum of 15)

1. Technical Support:
   - Respond to user inquiries and technical issues related to systems, software applications, integrations and hardware devices.
   - Diagnose and troubleshoot system problems, identifying root causes and support the implementation of solutions in a timely manner.
   - Provide remote or on-site support as needed, guiding users through problem-solving steps and resolving issues effectively.
2. System Maintenance and Monitoring:
   - Perform and support routine maintenance tasks, such as software updates, system patches, data backups, housekeeping and operational tasks to ensure system integrity and security.
   - Monitor system performance and availability, proactively identifying potential issues and taking corrective actions to prevent downtime.
   - Stay informed about industry best practices and emerging technologies to recommend innovative solutions for system improvements.
3. User Training and Guidance:
   - Conduct training sessions and create user documentation to educate employees on system functionalities, best practices, and troubleshooting techniques.
   - Offer guidance and assistance to users in optimising their usage of systems and applications to improve productivity and efficiency.
4. Documentation and Reporting:
   - Maintain accurate records of user inquiries, technical issues, and support activities using ticketing or tracking systems.
   - Generate reports on system performance, user feedback, and support metrics to identify trends and areas for improvement.
5. Collaboration and Communication:

- Collaborate with IT teams, system administrators, and vendors to escalate complex technical issues and coordinate resolutions.
- Communicate effectively with users, providing clear and concise instructions, updates, and status reports on support activities.

The list is typical of the level of duties the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Our Values, designed by colleagues, are what make us, us:

We care about people

We take accountability

We shape the future

We bring leadership

We deliver

We're All Accountable For:
- Being an ambassador for Gentoo. Promoting equality, diversity, and inclusion; leading by example in your actions and demonstrating our values and values in action.
- The Health and Safety of our ourselves and others; this includes adhering to policy, taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care, and taking steps to address and report problems related to Health and Safety.
- Taking a proactive approach to learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of the learning opportunities and resources available to you.
- Keeping things compliant. You will have role-specific and organisational goals. It's important we take these seriously and keep people and information secure and safe.
- Complying with our Information Security policy and report any security breaches to your manager.
- Embracing sustainability and minimising our impact on the environment.

Person Specification

This Person Specification details the essential skills, attributes, qualifications and experience that are necessary to carry out the role successfully. There may also be additional things which would be desirable however these are not essential requirements.

Essential to the role:

Full UK Driving Licence	N
DBS Required	Y

Skills	Education/Training/ Qualifications/Knowledge
• Excellent troubleshooting skills, with the ability to analyse and resolve technical issues efficiently.	• Bachelor's degree in Computer Science, Information Technology, or related field; or equivalent work experience.
Experience • Proven experience in a technical support role, preferably in a corporate environment.	**Attributes/Behaviours** • Ability to work independently and collaborate effectively in a team environment. • Strong attention to detail and the ability to manage multiple tasks and priorities effectively. • Ability to communicate with both technical and non-technical stakeholders • Customer-focused mindset with a dedication to providing high-quality support and ensuring user satisfaction.

Desirable:

We would also love you to have the following, but these are not essential:

Skills
• Experience of relational databases, SQL queries, and data analysis tools is desirable.
Education/Training/ Qualifications/Knowledge • Familiarity with ITIL (Information Technology Infrastructure Library) principles and best practices for IT service management.

Experience
•

Budget and People Management Responsibility Proforma

This proforma is to be used for roles which have budget/people manager responsibilities.

	Y/N	
You will be a budget holder?	N	Up to £ ____
You will manage people?	N	____ direct reports ____ indirect reports