IT Support Analyst

Name: IT Support Analyst

Role Description:

To provide first line support and maintenance of the IT systems, and to support the development of new and existing IT systems.

In this role you will be expected to:

- Provide first line IT support.
- Have a full understanding of the systems and processes of the departments you support.
- Have a general understanding of the systems and processes in other departments.
- Communicate effectively with staff at all levels of the business both verbally and in written form.

Responsible to: IT Manager

Date: July 2019

Key Responsibilities	Activities
First line support	- Resolve any immediately solvable problem. - Escalate any other problem to the relevant person within the ICT department. - Report any suspected "bugs" to NetSuite support. - Report any enhancement requests to NetSuite and keep staff updated as to the progress of their request. - Support and maintain equipment (desktops, laptops, printers and other peripherals)
NetSuite Maintenance	- Run daily, weekly and monthly maintenance. - Maintain "public" saved searches and views. - Create and modify NetSuite searches and reports. - Maintain NetSuite forms to make sure they meet the business needs. - Create and modify NetSuite email templates - Maintain roles and dashboards for staff
Documentation	- Document the internal design of any development in order to ease maintenance in the future. - Create and maintain user instructions and maintenance guides where appropriate.

OTHER DUTIES:
1. To participate in the company's PDR process
2. To undertake relevant staff development/training
3. To be responsible for the health and safety of self and others

The list of job duties within this description is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.

Job descriptions will be reviewed regularly to ensure they are an accurate representation of the post.

Key skills and knowledge (essential or desirable as noted):
- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities.
- Experience of working in an IT support environment.
- Functional understanding of supporting standard IT equipment such as desktops, laptops, printers etc.
- Good working knowledge of Microsoft Office Products (Excel, Word, Outlook).
- Ability to be flexible and work hard, both independently and in a team environment, in a high pressure on-call environment with changing priorities.
- Able to communicate both written and orally, good attention to detail and to present information clearly and concisely.
- Able and willing to follow instruction and learn new tasks.