

Job Description

Job Title: IT Analyst

Location: Abingdon

Department: IT

Position Reports To: Office IT & Infrastructure Manager

Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field Gigaclear currently has over 280 employees and is pursuing ambitious growth plans.

The IT department sits within the Technology department which is comprised of Networks, Development, Service Management, Systems and IT.

IT is currently comprised of the Office IT & Infrastructure manager, three support technicians and this post made available through an internal promotion.

Purpose of the job

The IT Analyst will be the Technical authority and escalation point for existing technologies in use within Gigaclear IT department alongside evaluating and implementing new technologies to benefit the organisation.

The IT Analyst will report on the performance of the service desk, identifying improvement opportunities and making improvements to processes/documentation to improve the service to our customers.

The IT Analyst will take day to day responsibility for reviewing/resolving/escalating security event reports emanating from our office 365 system and responding to information request from employees and customers at the request of HR or the Data Protection Officer.

The IT Analyst will take overall responsibility for purchasing IT equipment as required by the business.

Key Accountability & Responsibilities

- Be the Technical Authority for the products / services supported by Gigaclear IT Department

- Managed the incidents and service Requests generated by the business ensuring they are resolved within SLA.
- Reporting on SLA performance, developing improvement plans where necessary.
- Evaluating, implementing, documenting and maintaining new products/services through their lifecycle.
- Be on-call every other week as the escalation point for the first level on-call team.

Knowledge & Skills

Essential

- Windows 10, Windows Server 2012 R2, Active Directory, Powershell, Office 365 admin
- SharePoint online (Office365).
- Apple Macintosh, Apple mobile devices, Android Phones
- VOIP telephone systems (Horizon, New Voice Media)
- Anti-virus clients (Kaspersky or similar)
- End User backups
- ITIL based IT Service Management (Cherwell or similar)
- ITIL Change Management
- Vendor Management / Procurement
- Office infrastructure, switches, video conferencing, printing, meeting room equipment etc.

Optional

- Video production (monthly recording/broadcast of Company meeting)
- Remote office support.
- Experience managing an Intranet based on SharePoint online.
- Deploying Instant messaging (Teams)
- Mobile telephone management

Qualifications & Accreditations

- MCSA Windows 10 and/or Windows Server.
- ITIL foundation
- Four or more O Levels
- At least four years' experience supporting office & remote users.
- COMPTIA A+ or relevant experience

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.