

Vacancy – IT Analyst

Job title:	IT Analyst
Reference:	0026
Salary:	£.competitive. plus benefits
Reporting to:	IT Support Engineer

Position Type:	Permanent, Full-time
Location:	Nottingham
Centre:	L.B. Foster Europe
Closing date:	12/02/2021

Outline: Responsible for interfacing with users of technology, employing a high degree of tact and diplomacy to promote a positive image of the department. Resolves problem situations in a professional manner. Accurately communicates pertinent information to create a work environment that lends itself to the best interests of departmental personnel and customer service. Must be able to communicate efficiently and effectively with users. Use problem solving techniques to recommend solutions to business issues.

Indicative Responsibilities Include:

- Provide front line support to all Information Technology users via phone, web, and in-person
- Responsible for assuring users are provided efficient and timely support
- Escalates complex and/or high priority problems to the appropriate Information Technology support groups for resolution
- Follows through with users to ensure problem resolution
- Ability to prioritize and quickly resolve issues
- Proactively learn new product and service technologies
- Log incidents received in Help Desk ticketing system, Route tickets to appropriate support team.
- Participates in departmental projects as required (Example: roll out of new software, technology equipment evaluation and procurement, learning new IT processes)
- Contributes to departmental productivity and development objectives by participating in training programs
- Projects a positive attitude
- Accurately communicates pertinent information in a professional manner
- Proficient in the use of Microsoft Office products (MS Word, MS Excel, MS PowerPoint) and MS Visio
- Performs other duties and responsibilities as assigned by the IT Operations Manager

Skills & Experience Required:

- Associates Degree in Information Systems required, Bachelors Degree in Information Systems or Business Administration preferred
- Any equivalent combination of education, experience and training that provides the required knowledge, skills and abilities.
- Required Experience:
- Active Directory, Accounts, Security Groups, Password Resets
- Windows 10 Configuration,
- Preferred Certifications:
- A+ Certified
- Dell
- Microsoft

To Apply:

By email, enclosing a current CV & cover letter, quoting the job title & reference to ukcareers@lbfooster.com

Please note that roles may close earlier than specified should we receive enough applications prior to the written closing date.