

## **2 X IT Support Analysts - 1st - 3rd line Network - Server - Desktop**

A brand new and exciting role is available to join a well established and successful organisation- You'll work as part of a small team providing all of the IT Support from 1st to 3rd line- desktop and infrastructure including Server work and implementing new networks. Most of the time, you will be the sole IT support resource at your site with remote support for smaller remote sites.

Ideally, you'll have some experience of a similar environment but a strong all round skill set and great people skills are more important.

Technically, you will;

- Have good desktop support skills - This is all in a windows environment so Active Directory, Office, XP etc are all important, printers, PC builds rollouts etc.
- Good Networking skills - VPN, LAN, WAN etc as well as Firewalls/security and of course remote support are all important parts of your skill set.
- Server experience - You'll have good experience in all areas of server support including Exchange 2003/07, Sever 2003/08 & SQL server 2000/05/08 - Other areas of experience here could include SAN (storage), data backup and Disaster Recovery.
- Service Management – You will have some awareness of ITIL best practices, including Incident & Problem Management.

Any qualifications to back up your application here would be a real bonus - This could range from a degree to an MCP, MCSE, CCNA or ISEB ITIL Foundation would add to your application.

This is a really exciting role, primarily based in London or Luton. This is a company who are expanding and heading in the right direction! Ongoing training comes as standard in this role.