



## Job Description

<b>Job Title:</b>	IT Support Analyst
<b>Department:</b>	IT
<b>Normal Hours:</b>	37.5 hours per week, normally Monday to Friday 9am to 5pm
<b>Reports to:</b>	UK IT Operations Manager
<b>Direct Reports:</b>	N/A
<b>Job Purpose:</b>	To support the IT systems (hardware and software) used by the UK business and external customers.
<b>Role Accountabilities and Main Duties:</b>	<ul style="list-style-type: none"> <li>• Support business systems (windows, MS Office, websites, in-house systems) used in UK Operations.</li> <li>• Provide 1st line support and deal with tickets in an efficient manner</li> <li>• Work in coordination with other members of the UK IT Operations Team</li> <li>• Communicate with users in office and laboratory environment</li> <li>• Liaise with 3rd party when necessary</li> <li>• Proactively suggest and implement IT changes and fixes to problem</li> <li>• Provide training to end-users</li> </ul> <p>These duties are by no means exhaustive and should not be interpreted as a complete definition of the role.</p>
<b>Person Specification:</b>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Good analytical skills</li> <li>• Attention to detail</li> <li>• Knowledge of Windows, office suite</li> <li>• Willingness to learn about new systems and help end-users</li> <li>• Proactive attitude</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Knowledge of network, phone systems</li> <li>• Previous experience in supporting IT systems</li> <li>• Experience in scripting or software development</li> <li>• Experience in working with databases</li> <li>• European foreign language</li> </ul>