



Job Title	IS 1st Line Support
Department	IS - UK
Reports to	IS Systems & Support Team Leader
Date advertised	2nd March 2010
Closing Date	12th March 2010

Job Purpose

To provide e-mail, telephone and local 1st line support for Insights internal customers. You will be expected to take ownership of all 1st Line Support requests through to resolution, while contributing to the overall team goals and objectives. You will also be expected to cover for other members of IS staff and to assist the Systems Administrator with Project work when required

Key Results Areas

- Provide 1st Line IS Support to internal staff.
- Diagnose problems and initiate remedial actions.
- Escalate issues where appropriate while maintaining ownership of the initial support request.
- Continued development of supported systems, using creative thought processes to make improvements to efficiency and effectiveness.
- Maintain an appropriate level of knowledge on technical developments in areas of work, ensuring that a good level is maintained with specific regard to Microsoft Operating Systems and supported applications.

Specific Areas of Responsibility

- Maintain a fully functional fleet of end user equipment such as laptops, PC's mobile phones. Liaise with Dell Support to replace defective equipment where appropriate.
- Install and support various business applications – including (but not limited to):
 - SmarterTrack Helpdesk, Microsoft Office suite, Microsoft Outlook, Microsoft Dynamics CRM client, Adobe Acrobat
- Helpdesk: Manage Ticket queues to ensure rapid resolution of all Support requests.
- Asset Tracking: Ensure database of Insights owned hardware is kept current. Carry out annual hardware audit.
- Annual Software auditing.





	Essential Requirement	Desirable Requirement
Qualifications	<ul style="list-style-type: none">• Educated to Higher standard	<ul style="list-style-type: none">• Microsoft Qualified
Experience	<ul style="list-style-type: none">• Proven experience in a 1st Line Support environment.	<ul style="list-style-type: none">• WAN environments
Knowledge & Skills	<ul style="list-style-type: none">• Excellent working knowledge of Windows Operating Systems and Microsoft Office suite including Microsoft Outlook• Problem solving and troubleshooting• Ability to work in a fast-paced, ever changing environment	<ul style="list-style-type: none">• Microsoft Dynamics CRM client• Familiarity with Active Directory and Exchange user administration.• NTFS permissions
Personal Qualities	<ul style="list-style-type: none">• Presents an appearance which promotes the professionalism of IT• Comfortable working in ambiguous and/or stressful situations• Self-motivated and knows when to seek guidance• Positive 'can do' attitude and work ethic	
Other considerations	<ul style="list-style-type: none">• Willing and able to travel to other sites – including USA. Travel requirements will be minimal.• Willing to work outside of core hours, as required	