

# JOB DESCRIPTION

**JOB TITLE:** IT Support Analyst  
**REPORTING TO:** IT Manager  
**WORKING HOURS:** Monday- Friday 37.5 hour week  
**LOCATION:** Sunbury

## ROLE SUMMARY

We are looking for a 1<sup>st</sup> line support analyst to join our IT team and support the company's in-house systems. As part of the IT team you will carry out various tasks ranging from PC/Laptop repairs to desk moves, this is primarily a 1<sup>st</sup> line support role but with opportunity to get involved with 2<sup>nd</sup> line duties as required.

## DUTIES AND RESPONSIBILITIES

- Provide outstanding support to staff
- Support the company's mobile phone fleet (IOS/Android)
- Support the company's computer fleet including desktops, laptops and tablet computers
- Monitor tickets, assign priorities and chase for updates/action if required
- Occasional travel to branch offices where necessary

## TECHNICAL REQUIREMENTS

- Experience maintaining Microsoft Windows 7/8/8.1/10
- Good knowledge of Microsoft Office applications
- Ability to diagnose and repair various hardware and software problems
- Ability to demonstrate practical troubleshooting and problem analysis techniques

## SKILL SET REQUIREMENTS

- Friendly and well mannered, this is as much a customer service role as it is a technical one
- Valid driving license beneficial
- Willing to learn and develop with the team
- Eligible to work in the UK

## WHY WORK FOR AVMI

- Be part of a fast-growing company working with some of the world's biggest brands
- Ambitions to become a global player (recent office openings in New York and Hong Kong)
- An evolving business that provides great opportunity for development and progression
- Full training program provided
- Great team environment