

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 1st 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 1st line support role but with opportunity to get involved with 2nd 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

ABOUT AVMI

AVMI provides services to leading organisations in financial services, legal, professional services, retail, defence, government, health and education sectors.

AVMI has focussed its business strategy on providing 'trusted advisor' life-cycle services to clients with a significant portion of growth coming from international business.

AVMI has recently secured a place, for the second year running, in the Sunday Times International Track 200. This international growth has been enabled by AVMI's award winning Global Enterprise Framework of services, helping its multi-site clients to drive consistency and efficiency into their audio visual and collaboration facilities and services across all locations.

Having opened operations outside of the UK in Hong Kong, New York and Dublin, AVMI is planning to secure additional international locations in support of its clients' businesses.