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| **Position Title:** | PC & Network Support Analyst |
| **Business Unit:** | IT |
| **Reports to:** | IT Infrastructure Manager (Wales) |
| **Location:** | Vastre Enterprise Park, Newtown, Powys |

**Main Purpose:**

To assist with the provision of the necessary support, maintenance and development for the desktop and mobile computing services provided to Laura Ashley staff based in UK and in overseas branch offices, and to support projects in Core Services (IT Infrastructure). This position will be based in the Newtown, Powys office and will be required to support senior IT Support Analysts in Core services and work with team members and other IT teams across the UK.

**Nature and Scope of role**

The primary role is to deliver the provision and support of end user equipment such as desktops, laptops and mobile devices and the software associated with them, printers and print services and local area network devices and cabling. The secondary role is to support and work on systems and projects in the Core Service areas, which are technologies including in the areas of Windows services, Linux, printers, storage, backups, voice/PABX, Azure and Oracle Middleware. The role will work under direction of the IT Infrastructure Manager (based in Wales) to implement new systems and projects as assigned, and to provide support to senior IT Support Analysts in Core services or the IT Infrastructure Manager (or as delegated) with other IT teams such as the server, store system and security teams to maintain a policy-compliant service to the user community and work on projects including desktop upgrades and printing services roll-out. The role will cover support for users wherever they are based using a variety of local and remote support tools and techniques. The role will also provide support for personal productivity services and a first line support for LAN infrastructure. The role will support the corporate use of Google for Work services (including GMail, Drive and Hangouts). It will also provide a first line support for network issues

**Key Skills**

* Working knowledge of Microsoft desktop environments is essential
* Basic knowledge of OSX and Android desirable
* Good interpersonal skills at all levels
* Self motivated
* At least 1 years experience working in a hands-on desktop support environment
* Good Team player
* Basic understanding of IT security principles
* Good understanding of network theory, IP networks and Windows Services.

**Other skills**

* Understanding of Voice telephony environments
* Understanding of Microsoft Office platform
* Linux administration

**Additional requirements**

* Understanding of ITIL principles. Training will be available
* Must be prepared to travel periodically to other Laura Ashley sites when required.
* Must be prepared to work on own initiative when required.
* Must be a good communicator.
* Must be prepared to provide extended hours support when required.
* Must be technically literate and willing to work closely with technical, operational and business system support teams as and when required.