

ROLE DESCRIPTION

Job title	IT Business Support Analyst	Role Holder:	
Reporting Lines:	IT Business Support Manager	Location:	London

Purpose

The primary purpose of the role is to provide a service to the business and rapidly resolve technical issues as part of the group service desk supporting staff based in London, Bermuda, Australia and those working from home.

Specific Responsibilities

Technical Responsibilities

- Provide 1st and 2nd Line support to end users and provide a high level of service availability (Password reset, troubleshooting, maintenance)
- Ownership of Incidents, Service Requests, Problems and Change Requests
- Windows build and deployment tools, such as MDT, Autopilot
- Manage tickets via ITSM software ServiceNow
- Troubleshoot RDS issues
- Troubleshooting Outlook, including problems connecting to Exchange/Office 365
- Deploy application/system changes in accordance with the change management process
- Resolving all technical problems within the London office and liaising with Bermuda IT staff where appropriate, identifying solutions to technical and delivering these solutions
- Responsible for the documentation of details of all hardware/software that have been installed and removed so that configuration management records can be updated to maintain the integrity of the estate.
- Ensure all equipment; PCs, Laptops, Printers, iPhone, telephones and scanners are maintained in optimum condition
- IT asset management support - issuing out kit, return of kit, rebuilding kit, decommissioning kit etc., with strong administration experience.
- Assist with ensuring that Servers and desktops are kept up to date with all necessary software patches and updates according to the agreed schedule
- Assist with any software release deployments
- Knowledge of PowerShell, JavaScript

Essential Skills & Requirements

- Positive and energetic outlook to delivering a good service
- Good communication skills, responsive and team focused
- A passion for delivering excellent service and for continuous improvement of services
- Microsoft active directory knowledge.
- Knowledge of PowerShell scripting language
- Knowledge of Microsoft Windows 10, Windows Server 2012/2016/2019, and Microsoft Office Suite O365.
- An understanding of networking principles as applied to LAN, WAN and VOIP configurations.

- Knowledge of Virtual server technologies.
- IT-related degree\qualifications or Equivalent work experience
- Strong IT troubleshooting skills, in relation to end-user support.
- Experienced in using Service Desk ticketing tools and understands Service Management best practices.
- Able to effectively communicate and support VIPs, Senior Management and Board members in pressured environments. A genuine interest in Technology and its application and use in business
- Work as part of a team, be willing and able to work outside normal office hours as required and be part of an out-of-hours support rota.
- Willingness and commitment to support multiple geographical regions.
- Desire to develop a career in IT Service Delivery

The Lancashire Way

At Lancashire, we believe our culture sets us apart. The way we behave and approach our work day-to-day is what makes us unique and creates a positive experience for our people, business partners and other stakeholders. Honesty and integrity in all we do is a given and The Lancashire Way reflects our true character and spirit.

Our mindset	Our actions
Straight talking	We feel empowered to share thoughts and ideas, because everyone's voice matters
Collaborative	We work together towards common goals, share knowledge and support each other.
Hard working	We all have a stake in the company's success and are proactive in contributing to our goals and vision
Responsible	We focus on achieving tangible results with consistent standards across the Group.
Positive	We engage with brokers, clients, communities, stakeholders and colleagues professionally and passionately as proud ambassadors of Lancashire.