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| JOB TITLE: | Group IS Junior Technical Analyst |
| DEPARTMENT: | Information Services |
| COMPANY: | Brett Trading |
| LOCATION: | Canterbury |
| REPORTS TO: (Job Title of immediate supervisor) | Group IS Technical Manager |
| 1. ORGANISATION: (Show where this job fits in the organisation) | |
| 1. RESOURCES:   Budget(s) Controlled/Influenced: IS Budget  Number of Direct/Indirect Subordinates: None  Plant/Equipment Responsible For: Group-wide software/hardware and Data Centre operations and applications throughout the Group    Key Internal/External Contacts: Key internal contacts are 600+ users, Group IS Technical Manager, IS Project Managers and External Suppliers | |
| 1. PURPOSE OF THE JOB: (What is the main reason for this job to exist? How does it add value to the Company?)   The purpose of the Junior IS Support Analyst role is to assist in maintaining and supporting Brett’s IT systems and infrastructure in a 1st/2nd line support capacity. Working under the guidance of senior team members, this role helps respond to technical issues, carry out routine system checks, and support day-to-day IT operations. The Junior IS Support Analyst will help ensure that systems run smoothly, assist with basic troubleshooting, and support the delivery of IT projects as needed. This role is a great opportunity to learn and grow while contributing to the overall efficiency of the organisation’s technology environment. | |
| 1. MAIN RESPONSIBILITIES/TASKS: (What will the Job Holder actually do?)   To support the Group IS technical team with 1st/2nd line IT support and administration. The role adds value as it adds extra hands to the technical support team and it takes over the less complex and IT administrative tasks of the team, leaving the more experienced members more time to spend on more complex support.  Key tasks include:   * Performing daily systems checks * Server operating system patching * Creating purchase orders and providing other departmental office administration tasks * End-user IT device procurement, preparation and provisioning * Software and hardware licence renewals * User support - working alongside the outsourced Brett service desk ensuring tickets are worked, allocated and closed in a timely fashion – direct user support where necessary * Change Management – correctly follow document and change control practices to the required standard * Continually assist in reviewing and suggesting ways to improve the user experience, performance and benefits of Brett IT solutions * Working with other team members at site locations where necessary to assist in the provision of networking or other IT equipment/services * Follow the Brett SHEQ standards and processes at all times * Other reasonable duties as directed from time to time including | |
| 1. **PERSON SPECIFCATION**   Essential:     * 1st line technical analysis and support experience * Experience in provisioning end user IT equipment and networking * Good customer service skills for user facing and external supplier facing customers * Good problem-solving skills * Good team-working skills * Patience, understanding with a can-do attitude * Ability to travel to various Brett sites * Flexible hours working including possible weekend work * Positive, self-motivating and organised * Experience in MS Windows server and client environments * Ambition to learn and develop new skills   Desirable   * 2nd line technical analysis experience * General office administration such as purchase ordering * Office365- Office & Exchange administration * Good communication & Interpersonal * Analysis & Decision making * Problem Solver * Planning & Organising * Group awareness * Cyber security awareness | |