



## JOB DESCRIPTION

<b>JOB ROLE:</b>	On Site Technical Support Analyst
<b>DEPARTMENT:</b>	Managed Service Operations
<b>RESPONSIBLE FOR:</b>	Deployment and management of BSG managed solution on site
<b>REPORTING TO:</b>	Paul Martin
<b>KEY RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>◆ Managing production server environments 1<sup>st</sup>/2<sup>nd</sup> line</li> <li>◆ Supporting WinTel user base and associated peripherals</li> <li>◆ Highlight technical risks so that any of BSG's exposure to commercial loss can be minimised</li> <li>◆ Produce/update all assignment &amp; support documentation</li> <li>◆ Provide technical support as requested</li> <li>◆ Maintaining on site records (Assets etc.)</li> <li>◆ Maintaining and updating on site procedures and processes</li> </ul>
<b>KNOWLEDGE AND EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>◆ Knowledge and experience of more than one current/relevant area of technology and its business application</li> <li>◆ Excellent communication skills both written and oral - used to dealing with users with very disparate skill levels</li> <li>◆ Recent experience supporting users in a Financial Services environment</li> <li>◆ Ability to deal with sensitive customer issues</li> <li>◆ Ability to provide input into bid, project, and technical documents</li> <li>◆ Ability to manage their time effectively</li> <li>◆ Self motivated and highly organised</li> </ul>
<b>Technology Profile</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>◆ Microsoft Windows client operating systems XP to Vista</li> <li>◆ Microsoft Office client applications to Office 2007</li> <li>◆ Citrix client support</li> <li>◆ Remote and mobile applications, iPass, Blackberrys, VPN Client</li> <li>◆ Basic Active Directory (Windows 2000, Windows Server 2003, Windows Server 2003 R2, Windows Server 2008)</li> <li>◆ Microsoft Windows (Windows NT 4.0, Windows 2000 (Server &amp; Professional), Windows Server 2003, Windows Server 2003 R2, Windows Server 2008)</li> <li>◆ Experience of working to ITIL Framework</li> <li>◆ Logging incidents, problems and changes as appropriate and owning these tickets through to completion</li> <li>◆ Adhering to SLA's and OLA's, escalating tickets as necessary</li> <li>◆ Proactive checks and ensuring lessons learnt are fed back into the knowledge base/documentation</li> <li>◆ Ensuring customer satisfaction at all times</li> </ul> <p><b>Desirable</b></p>



	<ul style="list-style-type: none"><li>◆ Mobility solutions (BlackBerry, Exchange ActivSync)</li><li>◆ ITIL Foundation</li><li>◆ Network printing support</li><li>◆ Basic network troubleshooting (Fixed and Wireless LAN)</li></ul>
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**Employee's Name** (Print)

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**Employee's Acceptance**

Date:

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**Manager's Name**

Date:

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