## IT SUPPORT ANALYST

<table>
<thead>
<tr>
<th><strong>Department</strong></th>
<th>Guardian Australia</th>
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<tbody>
<tr>
<td><strong>Reports to</strong></td>
<td>IT manager</td>
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<tr>
<td><strong>Normal location</strong></td>
<td>Sydney, Australia</td>
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<tr>
<td><strong>Terms and conditions</strong></td>
<td>Full time, 12-month contract</td>
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<tr>
<td><strong>Purpose of the role</strong></td>
<td>Provide day-to-day IT and technology support to Guardian Australia employees in line with GNM’s global technology standards.</td>
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### Key responsibilities and accountabilities

#### 1st line support

- First point of call for technical issues to the business and 3rd party suppliers
- Respond to and log all support requests from Guardian Australia users, provide regular feedback and ensure issues are properly closed.
- Troubleshoot and support Mac and PC hardware and software in person, over the phone, by email, or instant messaging as appropriate
- Administration tasks using Jamf Pro and Microsoft SCCM
- Initial configuration and deployment of Macs and PCs
- Perform starter/leaver administration tasks, e.g. setting up user & email accounts, logon testing, staff IT inductions, account termination
- Troubleshoot issues with editorial and commercial systems where possible, log and escalate internally when required
- Provide technology inductions to new starters, and guidance on the use of hardware and remote access solutions
● Administration of the IP telephony system; e.g. creating extensions/voicemail accounts, and liaising with 3rd parties where necessary
● Provide user assistance with video conferencing technologies
● Ensure printers are kept stocked with consumables and in working order
● Keep IT equipment store tidy and compliant with WH&S guidelines
● Keep staff knowledge base up to date with relevant articles & how-to guides
● Ensure management is appraised at all times of any critical issues/concerns
● Develop a good understanding of business workflow to provide an efficient and effective response to users
● Recommend/implement improvements to processes or systems when workload permits
● Occasional after-hours duties, e.g. system maintenance, calls with UK colleagues

**Key contacts and relationships (internal and external)**

Internal service users across the business, IT manager, CFO, HR manager/operations, Enterprise Technology department (UK)

**PERSON SPECIFICATION**

**Knowledge and experience**

● Familiarity with macOS, Windows, iOS and Android operating systems
● Sound understanding of computer networking, Microsoft Office, web browsers
● Technical aptitude and technically inquisitive
● Demonstrated experience of taking responsibility to ensure issues are effectively resolved
● Experience working on a technical helpdesk (desirable)
● Experience working with an MDM solution (desirable)
● Strong customer service skills and previous customer service experience
● Experience working with a diverse range of internal and external stakeholders in a high pressure environment
● Experience working in a fast-paced, dynamic environment
Available to work flexible hours (when necessary)

Skills / behaviours

- Technical aptitude and technically inquisitive
- Demonstrated ability to maintain confidentiality and exercise discretion, and sound judgement to deal with difficult situations
- Excellent interpersonal and communication skills and with an ability to build effective working relationships with people at all levels
- Motivated, proactive, with strong initiative
- Good analytical, lateral thinking and problem solving skills
- Organised with the ability to prioritise around workflow, manage own time and meet deadlines
- Calm under pressure
- Able to do routine work consistently and efficiently
- Tactful, adaptable and a team player
- Confident in own capabilities
- High attention to detail
- Analytical, methodical, thorough and process driven
- Customer focussed and empathic
- Quick and enthusiastic learner
- Willingness to take ownership
- Optimistic ‘can do’ attitude and desire to learn

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.