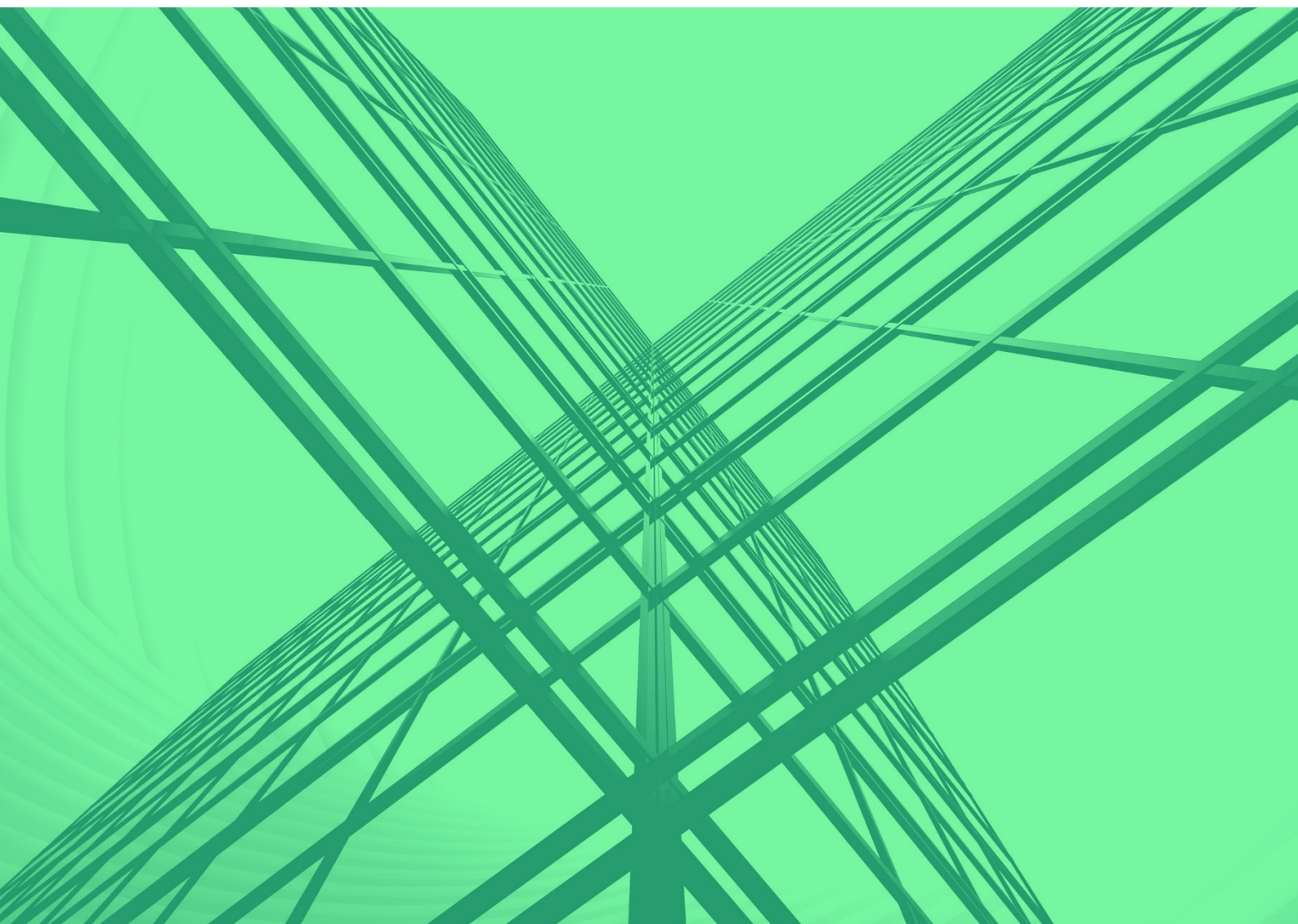


IT Support Analyst

CANDIDATE PACK

Full time

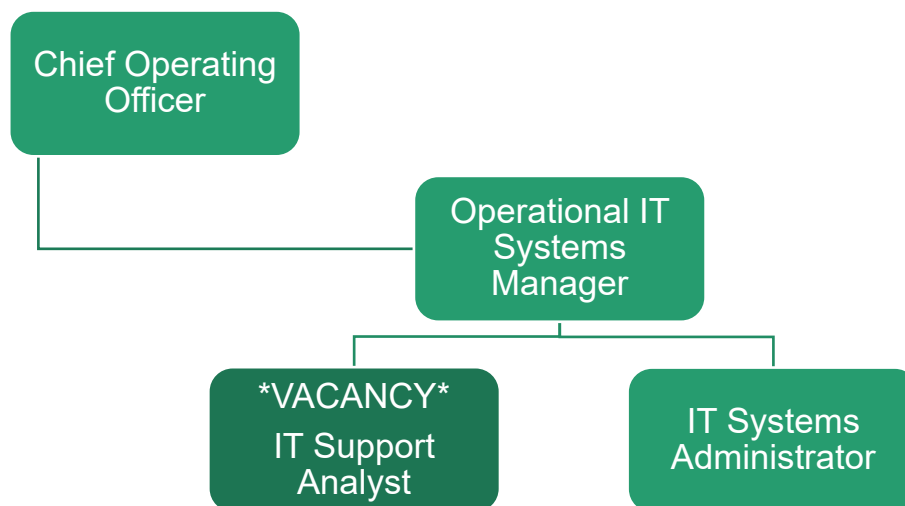
35 hours per week



The Operational IT Team

Our Operational IT team are a small team of three that report into the Chief Operating Officer.

The team are key to ensuring the success of the Institution and collectively cover all Institution IT Operations so our staff team and subsidiaries can carry out their roles and support our members.



As the IT support analyst, you will be responsible for delivering high quality, customer focused 1st line support to users across the whole Institution. The main responsibilities of the role include the fulfilment of service requests, diagnosis, prioritisation, and management of a wide variety of incident types, escalating to 2nd and 3rd line support team where required. The role is customer facing and requires analysts to have good problem-solving skills, with the ability to provide excellent customer service. In addition to the day-to-day aspects of the role, you will also have the opportunity to work with the team on various short and long term projects that will assist with the identification and implementation of continual service improvements.

A typical day may include some of the following types of tasks,

- Managing the internal IT service desk system – assigning, responding, and fixing support issues related to users both in the office and working remotely.
- Ensure that existing service requests and incidents are managed in accordance with service level targets and agreements.
- Keeping customers informed on the progress of their incidents and service requests throughout the full lifecycle.
- Provisioning and administration of new joiners – all aspects of employee onboarding from an IT aspect. This may include PC or laptop builds, account creation, system setup, office 365 provisioning etc.
- Leaver administration – ensuring leavers are decommissioned in line with policies and compliance requirements.
- Creating and updating procedural documents. Accurate record keeping and asset management.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 65 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open plan, supporting a collaborative environment. In the short to medium term the Institution is currently operating a mix of office based and remote working as part of our phased response to Covid-19.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit in to our small organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

Full job description and person specification pages 4-7

Salary and package details page 8

How to apply page 9

More about us :

Our organisation, governance and values page 10

Organisational structure page 11

Job description and person specification

1. Job details

Job title:	IT Support Analyst
Reports to:	Operational IT Systems Manager
Date:	August 2021
Location:	The Institution's HQ in London or elsewhere as reasonably required.

2. Job purpose

To proactively manage and resolve all 1st and 2nd line issues of the IT helpdesk system, with the flexibility to support the resolution of all helpdesk calls, escalating as necessary, including the management of calls relating to Audio-Visual equipment from our conference facilities.

To ensure that all workstations run effectively through regular system checks and monitoring via centralised system monitoring.

To maintain user management via Active Directory and Office 365.

To undertake ad hoc projects and support the IT team with the delivery of larger projects as needed.

3. Role and responsibilities

1. Manage the IT helpdesk daily. Including grading tickets to specific SLA's, efficiently responding to, and resolving 1st and 2nd line issues, and escalating as required to 3rd line.
2. Proactively communicate progress to users, the IT Systems Administrator and/or the Operational IT Systems Manager.
3. Work with the IT Team to continually improve the responsiveness to issues and the enhancement of the processes and procedures of the IT helpdesk.
4. Troubleshoot issues with workstations, servers, printers, VoIP phones, staff applications and Audio-Visual equipment through installing updates and patches on user workstations where required, swapping out replacement hardware or peripherals.
5. Provide support to the Events/Front of House teams for the AV/IT functionality including supporting web conferencing and lecture web-streaming.
6. Install and configure new PCs, laptops and phones for staff users where necessary.
7. Provide support to website users.

8. Accurately manage the IT asset inventory and software licensing compliance. Maintain software updates and antivirus protection.
9. Create and manage various user accounts such as Windows Active Directory, email (Office 365), CRM, Teams/Zoom etc., ensuring that the appropriate levels of security are maintained whilst enabling users to complete their work effectively.
10. Develop or escalate training, as needed, based on consultation with users and understanding of technology, including FAQs, knowledge-based entries, and job aids to assist users electronically.
11. Communicate with suppliers to obtain quotes during the procurement process for new software and/or hardware.
12. Assist with project work where required to broaden skills and incorporate new IT and Web developments into the support portfolio.

4. General responsibilities

1. Build positive working relationships across Institution departments as well as with external customers.
2. Proactively put forward suggestions for improving processes, systems etc. which support the efficiency of the department.
3. Proactively develop and grow personal knowledge, skills and expertise.
4. Comply with all Institution Policy and Procedures.
5. Any other reasonable ad hoc duties as requested.

5. Communications and working relationships

1. All members of the Institution when visiting HQ and require IT assistance.
2. All employees of the Institution.
3. Website users.
4. Suppliers and existing support providers.
5. External IT consultants and contractors where required.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and Knowledge</u>	
Educated to Degree level or equivalent vocational experience in a related field	E
Excellent knowledge of standard MS desktop products (Windows 10, Office 365, Teams etc.)	E
Working knowledge and understanding of: <ul style="list-style-type: none"> • Microsoft Server operating systems (2008R2, 2012, 2012R2, and above) • Microsoft Network services (AD, DNS, DHCP, Print and file sharing) • Mobile devices (iOS, Android) 	E
Working knowledge of: <ul style="list-style-type: none"> • VOIP and IPSEC/SSL VPN • A range of key business applications (CMS, MS Dynamics, Wrike) • Helpdesk ticketing systems • Physical and logical LAN and WAN infrastructure principles 	E
Good understanding of modern security principles (2FA, Cipher suites, encryption)	E
Knowledge of AV systems (AMX, Clear one, Condeco)	E
SQL server administration and SQL querying and any exposure to ESXi 5.5+ hosts	D
<u>Skills</u>	
Strong technical problem-solving skills and ability to diagnose technical problems quickly	E
Excellent customer service and interpersonal skills. To be client focused with the ability to demonstrate patience and empathy with users	E
Excellent organisational skills, and able to work independently to prioritise and co-ordinate multiple work streams/projects and work under pressure to meet tight deadlines	E
Excellent written and oral communication skills with the ability to communicate complex and technical information in a clear and simplified manner to a professional and non-IT audience	E
A professional approach to work, colleagues and external contacts	E
Attention to detail, accuracy, and ability to check detailed information, able to critique own work	E
Flexible and resourceful and able to work collaboratively in a small team and with other departments	E
<u>Experience</u>	
Managing and resolving all 1 st and 2 nd line on-site, desk-side and telephone/remote helpdesk support (ideally gained in a small/medium	E (D)

Criteria	Essential/Desirable
sized organisation which is reliant on a broad range of systems to effectively operate)	
Acting as first point of contact to resolve or escalate any Audio-Visual problems	E
Ensuring and providing the technical support required for all workstations to work effectively	E
Supporting daily IT administrative tasks, for example, new user set-up, server housekeeping, workstation checks and managing helpdesk etc.	E
Maintaining user management systems	E
Undertaking small projects and providing support for more complex ones	E
Researching new equipment and systems to support technological advancement in the workplace	E
Providing briefings to staff and user support on a range of IT and telecoms hard and software e.g. AV, telephone, video conferencing, web-streaming etc.	D
Assisting/supporting implementation and user training on new systems	D
<u>Other</u>	
The job holder may be required to undertake out of hours or remote support for systems upgrades or events taking place at HQ	E

This job description does not form part of the contract of employment and may be subject to change.

Salary and package details

Salary: £30,000 - £33,000 per annum subject to experience

Contract: Full time – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

From the join date:

- 23 days annual leave per annum plus bank holidays, rising with service
- Flexible working system whereby additional hours worked may be accrued and taken as flexi-leave
- Life Insurance – death benefit subject to scheme eligibility rules
- Ability to participate in the Institution's pension plan arrangements

From the successful completion of the probation period, whilst provided at the Institution's discretion, may be subject to scheme eligibility rules:

- Private Medical Insurance
- Health Cash Plan
- Permanent Health Insurance
- Season Ticket Loan
- Reimbursement of one membership subscription to an agreed appropriate professional association, including this Institution.

How to apply; the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.

Applicants must possess a current right to work in the UK.

The Institution does not hold a visa sponsor licence, therefore, applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.

The selection process will consist of a job-related assessment followed by an interview with the manager for this post (Rich Earl) and a member of the Human Resources Team. The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution.

Applicants will be asked to specify whether there are any reasonable adjustments needed for them to participate in a selection process. Wherever possible and reasonable, we will meet any declared needs.

All first stage interviews will be conducted online. If successful you will be invited to a second interview at our office on Bastwick Street.

The Institution of Structural Engineers

With over 32,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, byelaws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 65 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values

We strive towards a structural engineering profession that is built on competence, accessibility, and community.

Competence

Championing competence is at the core of everything we do.

We offer a wide range of opportunities for our members to develop, refresh and extend personal competencies. We also help members specialise by offering tailored courses, resources and specialist qualifications.

Accessibility and diversity

We are committed to making the structural engineering profession more accessible. We are constantly reviewing our routes to membership to provide flexibility in the process, offering more choice for all our candidates.

We value diversity and the perspectives people from different backgrounds bring to the engineering profession. We work with other professional bodies and our members to identify and remove barriers to anyone becoming a structural engineer.

Community

We work to create an international community of structural engineering excellence, facilitated by our digital platforms, Regional Group activity and networks of special interest.

For more detailed information about the Institution please visit our [website](#).

Organisational Structure

