

2nd Line Support Analyst

Full Job Description

Date Posted: **10/08/2021**

Position Type: **Full Time**

Starting Salary: **£21,000 - £26,000**

Location: **Head Office, Grimsby**

LCS Group Ltd
Riverside House
1 Alexandra Road
Grimsby, DN31 1RD



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2nd Line Support Analyst

Starting Salary circa £21-26K depending upon relevant experience and qualifications.

Employer Description

LCS Group have 25 years' experience of providing comprehensive & robust IT and network infrastructure solutions, outsourced IT management, support services and consultancy to a wide range of industry sectors. The team of highly trained consultants, engineers, and dedicated account managers at LCS deliver world class service to their clients and due to continuing expansion, this is where you could make a difference!

Job Description / Person Specification

Job Title:	2 nd Line Support Analyst
Responsible to:	Service Desk Manager
Responsible for:	No Direct Reports

1.	Job Purpose:
1.1	The role holder will assist the business in the provision of best in-class outsourced IT support services to the existing LCS client base. Aiding users in second line support capacity and assisting in proactive network and system maintenance activities.

2.	Key Responsibilities:
2.1	Responding to 2 nd line support issues within customer SLAs, providing break fix response to issues.
2.2	Maintaining the organisations IT Asset register, ensuring accurate records of equipment and service users.
2.3	Providing advice to customers on best practice to maximise the benefits of their IT investments.
2.4	Establish and maintain strong and effective working relationships across the LCS customer base.
2.5	Any other duties commensurate with the position as appropriate.

3.	Specific Duties:
3.1	Remediation of daily support issues relating to on-premises and cloud infrastructure, with a focus on root cause resolution to provide permanent fixes.
3.2	Monitoring of client servers & networks with a proactive approach to maintenance, identifying trends and deploying fixes in advance of issues.
3.3	Escalation of issues unable to be resolved, repeat issues or new security threats to the Service Desk Manager.
3.4	Ensuring compliance with service desk processes by customers, obtaining necessary approvals.
3.5	Contributing to the technical team knowledgebase for future benefit of the wider team.
3.6	Ensuring compliance is maintained with LCS security safeguards, best practice security methods and education of users to emerging and existing threats.
3.7	Maintaining build specification requirements for Windows systems as defined by the LCS Project Team and Technical Director.
3.8	Providing onsite support if necessary where remote resolution is not possible.

4.	Budget Responsibility:
4.1	The post has no specific budget responsibility although the post holder will be expected to identify items which fall outside of customer support contract obligations and escalate these to the necessary team.

5.	Continuing Professional Development:
5.1	<p>We support all our staff with a wide range on of ongoing training leading to enhanced professional qualifications adding value to personal career enhancement.</p> <p>They role holder is responsible for their own professional development and must take ownership of this, with full support from the organisation.</p>

6.	Data Security:
6.1	<p>The post holder will be required:</p> <ul style="list-style-type: none"> • Maintain a high level of confidentiality when working with customer systems. • Comply with internal GDPR policies and wider legislation. • Adopt a safety-first approach to user account protection & apply principle of least privilege. • Report any non-compliance, suspicious activity or other security concerns to the Service Desk Manager or if unavailable, the Technical Director.

Note: This job description is current as at the date of your appointment. In discussion with your line manager your role description may be varied at any time to reflect or anticipate changes in or to the role and you may be required to undertake other duties commensurate with the position.

Qualities	Specific Requirements	E	D
Qualifications and Training	<p>Level 2 or above GCSE English and Maths</p> <p>Microsoft Professional Certification</p> <p>Network Vendor Certification (Cisco/Juniper/HP etc.)</p> <p>A-Level or Degree in Computer Science related subject</p>	E	<p>D</p> <p>D</p> <p>D</p>

Experience and Knowledge	Experience of administering Windows Server 2012, 2016 & 2019 environments	E	
	Experience with Microsoft Office 365 or Onsite Exchange	E	
	Experience of managing Windows 7/8/10 clients in a business environment	E	
	Experience of managing security products such as end point anti-virus & anti-spam	E	
	Experience of working within a service desk support environment	E	
	Experience of providing a customer focused service	E	
	Able to work as part of an integrated team and individually	E	
	Knowledge of Microsoft Active Directory & Group Policy Management	E	
	Understanding of two factor authentication methods and management	E	
	Understanding of TCP/IP networks, firewalls routers and switches	E	
	Experience of administering VoIP telephony systems		D
Experience of Microsoft Teams or Teams Telephony		D	
Skills and Attributes	Ability to troubleshoot standard issues unassisted using a logical approach	E	
	Excellent communication skills, both written and oral	E	
	The ability to work well under pressure	E	
	Ability to deal effectively with a range of people	E	

	Willingness to contribute to the continuing development of the service and any new initiatives	E	
	Ability to challenge non-compliance by customers in a positive manner	E	
	Ability to work outside of the area covered by current knowledge with support & guidance	E	
	Ability to work under own direction and take ownership of tasks	E	
	Willingness to on occasion work non-standard hours when required via overtime payment or time in lieu	E	
	Desire to expand own knowledge and take ownership of learning, supported by a comprehensive company training plan with mentoring	E	
Other	Driving Licence	E	
	DBS carried out upon appointment to the post	E	
	Medical carried out upon appointment to the post	E	

Qualities identified and determined by: E = Essential D = Desirable

Opportunities For Future Career Enhancement

There are many opportunities for growth and advancement for the right candidate with opportunities to develop their technical skills and qualifications to escalate their role into independently managing higher level service desk support requests. There is also the opportunity to diversify into more specialist technical roles in future such as:

- On-Premise system installation project engineer
- Ad-Hoc small projects engineer
- Cloud deployment projects engineer
- Security specialist
- Teams & VOIP telephony engineer
- Technical consultant

Our Employment Package

- Career progression with bonus payments for achieving new qualifications
- Competitive pay with regular reviews in line with qualifications, experience, and developments in the industry
- Company profit share bonus scheme paid annually
- 4 sick days per annum fully paid, can be used for medical appointments
- 34 days total holiday entitlement (25 days standard holiday allowance +1 for your birthday, 8 bank holidays / public holidays)
- Optional company contributory pension scheme
- Regular company social events

How to apply

Send CV and details of why you think you can add value to this role and contribute to the continued growth and success of LCS Group.

Include as much information about your current and/or previous roles and experience with current salary details to recruitment@lcsgroup.com.