

## IT Support Analyst

**JOB ROLE** : IT Support Analyst

**REPORTING TO** : Director of Finance and HR

**JOB TYPE** : Temporary

**HOURS** : 9:00 -17.00 (Expected to be flexible)

**SALARY** : Negotiable – based on experience

**LOCATION** : Harrow

### PURPOSE OF THE ROLE

To manage day to day IT requirements across all Seva Care business units and be the central point of contact for IT support.

Advise the business of and where required deliver IT solutions that will help the business to use IT to improve their business processes and increase efficiency.

Outsource the IT work that is best suited to be outsourced; due to internal skills shortage or if it is more cost-effective solution.

Manage IT supplier contracts and ensure that the charges from these suppliers are correct.

Maintain required documentation that maps the IT within Seva Care group.

**Reports to:** Director of Finance and HR

### MAIN RESPONSIBILITIES, TASKS & DUTIES

- Plans, coordinates and manages Seva Care`s IT provision
- Ensure maximum availability of IT systems, through effective management of all elements of the IT service and infrastructure
- Troubleshoot problems and incorporate learning into ongoing plans
- Research and evaluate new technologies to be used as enhancements or upgrades to existing server, network and other IT infrastructure
- Implement and manage security and/or integrity of Company data
- Ensure that the Company data is securely backed up meets the stator requirements (e.g.GDPR)
- Test and modify systems regularly to ensure that they operating reliably (e.g. CCTV recording)
- Maintain log of required repairs and maintenance
- Control the computer systems budgets and expenditures
- Ensure that IT facilities meet user requirements
- Provide IT training and guidance in relation to the IT being used within the company
- Manage the contractual relationships with the IT suppliers and ensure that their charging is in line with the contracts
- Provide regular reports on the IT status (e.g. outstanding faults, performance, upcoming contract renewals
- Participate in the premises planning meetings to advise on IT infrastructure matters

## SKILLS, EXPERIENCE AND ATTRIBUTES REQUIRED:

- Excellent verbal and written communication
- A high degree of interpersonal skills utilising these to build trust and confidence.
- Ability to pick out key information and report it in a timely manner using appropriate means of communication.
- Ability to build strong working relationships across all levels.
- Professional and discreet. Strong work ethic.
- Well presented, friendly and personable.
- 3 to 5 years IT experience in a similar setting
- Degree level education (Desirable)