

Department	IT-department
Title	1st / 2nd line Help Desk/Support (9am-5pm)
Reports to	Systems Support Administrator

Job Responsibilities

- Desktop Support- Windows XP, Office 2003
- Server Support - Windows Server 2003/2008, Exchange 2003
- Administer Active Directory Objects and Exchange 2003 – create and maintain accounts and mailboxes
- Use standard management tools and processes to carry out housekeeping, system backup, and restoration procedures where necessary (backup, anti-virus, Windows updates – WSUS, anti-spam)
- Manage and Maintain Audio Visual and Video Conferencing Equipment
- Adds, moves, changes and support of IP phones where necessary
- Image/rebuild XP workstations using standard tools
- Maintain consumables and essentials stock levels
- Monitor and respond to tickets and calls to the helpdesk
- Manage and maintain company mobile devices (Blackberries, iPhones, I pads)
- Manage and support all printers, liaise with 3rd external support company, order and maintain consumable stock
- Liaise with 3rd party suppliers for escalation of production issues
- Keep documentation up to date
- User training where appropriate

Technical Skills or Experience

- Operating Systems: Microsoft Windows Server 2003/2008, and Windows XP
- Active Directory and Group Policy
- Networking. Basic knowledge of IP Networks and how to troubleshoot
- Data Backups: Knowledge of backup/restore fundamentals, Backup Exec would be an advantage
- Applications: Experience of supporting standard and bespoke applications
- Exchange, Outlook and Entourage support experience
- Blackberry(using Blackberry Enterprise Server) and Mobile(Iphone/Ipad) support experience
- Telephony support experience, Mitel and Index would be an advantage
- Hardware Support experience: Servers, Desktops, Printers, Storage, etc

Beneficial Skills

- Exposure to any SAN (FC/iSCSI) systems
- OSX SnowLeopard

- Mac/Windows integration/interoperability related products.
- Basic knowledge of MySQL/SQL
- Any Linux exposure
- Perimeter security products (Firewalls, VPN's, IPS, AV, Anti-Spam etc.)
- Switches, VLANS, ACLs
- VMware & Virtualization (VSphere)
- Monitoring and Management systems using SNMP, WMI, Syslog etc
- Scripting skills using Batch files, VBScript, Perl etc.