

**Title:** Mac/PC Support Analyst  
**Department:** IT Department

**Responsibilities:**

- Provide cross-platform (Mac/PC) first and second level support to users, manage help desk tickets and escalate where necessary. Great communication and people skills are a must.
- Deploy, support and maintain our Mac/Windows desktops (including server infrastructure where needed).
- Manage Active Directory users and MS Exchange mailboxes – Users, Mailboxes, GPO, DNS, DHCP, NTFS Permissions, and RADIUS etc.
- Manage and monitor server/laptop backup system and disaster recovery/replication systems.
- Support VOIP telephone system - adds, moves and changes etc.
- Support various mobile and portable devices & secure via MDM solution.
- Support and maintain company printers and consumable stock levels.
- Undertake regular maintenance tasks across various systems and devices (updates/patches etc.)
- Investigate and escalate server or service outages reported by various monitoring systems.
- Maintain and deploy company Antivirus software.
- Maintain and manage video conferencing and A/V equipment.
- Provide user training where appropriate, including new user IT Induction.  
Creating and maintain user documentation, training guides and internal IT documentation.
- Assist with new IT deployment and continuous improvement projects.
- Undertake such other duties as may reasonably be required.

*This description is a general statement of required major duties and responsibilities performed on a regular and continuous basis and therefore are not exhaustive.*

**Description:**

You will be technically minded, have significant experience in both Mac and Windows systems at the desktop level, have great customer service skills and have a passion for problem solving. You will have a keen interest in technology, an inquisitive mind and are looking to learn more about servers, networking and infrastructure – previous experience and understanding of networking and management systems is a plus. You will also be a good listener and have excellent communication skills interacting with users with a wide range of technical abilities.

You will be able to work both as part of a team, collaborating on projects as well as working independently. You'll be confident and able to bring ideas to the table, presenting a case for implementing products and creative solutions where applicable. If you're always seeking new ways to improve systems/processes and like helping people, we'd like to hear from you!

**Essential Skills:**

- Excellent people skills with a focus on customer service
- Cross-platform desktop skills - significant expertise with both Macs and Windows systems
- Active Directory User and Computer administration
- Microsoft Exchange (2010) administration
- Mac/Windows build, configuration & deployment skills (DeployStudio/Carbon Copy Cloner)
- Microsoft Office suites
- Backup system administration (Veeam and Symantec products)
- iOS/Android mobile device support and administration. MDM Experience a plus.
- Antivirus (Kaspersky) administration & deployment
- Thorough understanding of basic networking concepts, TCP/IP, DNS, DHCP etc.
- Printer troubleshooting and administration

**Desirable Skills:**

- Adobe Creative Cloud Apps (InDesign, Photoshop, Illustrator etc.)
- Experience with Font Servers and management
- Airwatch MDM / MCM Experience
- Network administration (VLAN's, RADIUS, Firewalls, VPN, 802.1x)
- VoIP Telephone systems (Mitel/3CX)
- Windows Server (2008/2012)
- Virtualization - VMware
- Scripting and automation
- Experience in the Publishing industry