

Technical Support Analyst

Job purpose

The Technical Support Analyst is responsible for providing technical support to all Bromford Colleagues across the IT estate, being the first point of contact when colleagues experience an issue and the face of the ICT team.

This onsite role based at a head office encompasses both technical support and customer service responsibilities. The technical support analyst possesses expertise in the technologies utilised at Bromford, enabling them to promptly address issues. They are well-versed in ITIL practices, ITIL prioritisation and Incident Management. The analyst excels at resolving intricate problems through analytical and methodical troubleshooting skills to address requests with a friendly, proactive approach upon initial contact and throughout the lifecycle of the request.

Responsibilities

- The first point of contact when Bromford colleagues experience an issue with the Bromford IT estate.
- Adopt a friendly, engaging and “can do” approach to all Bromford colleagues.
- Demonstrate empathy towards the impact of the colleague, ensuring their concerns are recognised and addressed appropriately.
- Answer and provide technical support to Bromford colleges via phone, email, or remote assistance, providing first time fix resolution.
- Diagnose and resolve complex technical issues across the entire Bromford IT estate, ensuring timely and effective resolution.
- Diagnose and troubleshoot hardware, software, and network issues reported by Bromford colleagues.
- Utilise diagnostic tools and techniques to identify the root cause of technical problems and implement appropriate solutions.
- Guide colleagues through troubleshooting steps and provide clear and easy to understand instructions on resolving issues.
- Document all support activities, including incident details, troubleshooting steps, and resolutions, in the ticketing system.
- Collaborate with other IT teams, such as infrastructure, business applications and the data team to resolve complex technical issues and ensure smooth delivery.
- Stay updated on the latest technology trends and industry best practices to continuously enhance technical knowledge and skills.
- Contribute to the development and maintenance of knowledge base articles and support documentation.
- Adopt the use of Bromford’s ITIL processes and procedures when managing support requests.

- Buddy new or inexperienced members of the team.
- Be part of an out of hours rota if required.

Experience

- 3 years' significant experience in a 2nd or 3rd line technical support role.
- Proven technical support experience with the technologies that Bromford operate on
- Significant experience of working with Windows, macOS and Android, Microsoft Intune, Azure and D365.
- Proficiency in troubleshooting hardware, software, and network issues.
- Excellent communication and interpersonal skills, with the ability to explaining technical concepts to non-technical individuals.

Qualifications

- MCP, A+ or similar qualification
- ITIL Foundation (desirable)

Practical/Technical knowledge

- A demonstrable logical approach to troubleshooting
- Working knowledge of the ITIL framework
- Knowledgeable in new and emerging technologies, and demonstrable commitment to continuing professional development
- Coaching and mentoring of new or inexperienced members of the team

You will also need

- Driving licence and access to a vehicle.
- Willingness to drive to other sites when required.
- Willingness to work overtime when issues arise.
- Able to work an out of hours rota when required.

Skills

- Excellent customer and people skills
- Communicates Effectively
- Organised and structured
- Methodical and analytical
- Creativity in problem solving
- Manages under pressure

Salary Range

£37,00-£41,000

What do we all have in common?

We all have a passion to perform well in our roles deliver the best outcomes for the customer and the business. We believe and live the Bromford DNA.

Be.Bold Because...people are counting on you
Almost every choice you make here has the power to change someone's life for the better. This is a big opportunity to make a real difference, we empower you to empower others by giving you the freedom to think for yourself, try new things and challenge convention.

Be.You Because...relationships are built on personality
Every single one of our customers is unique, and so are you! Being able to express yourself at work helps connect with people and perform better at your job. Life experience, interests and emotions are the bricks that build real relationships between customers and colleagues.

Be.Honest Because...we can learn from the truth
Life's better when we all do what we say and say what we do. Working in an open and honest environment gives you the freedom to get on with your job.

Be.Brilliant Because...you can thrive here
We give people the opportunity to create a brighter future for themselves. Whether it's by providing a safe and secure place to call home, or an inspiring and collaborative place to work.