

<b>Job Title:</b>	IT Support Analyst - Part-Time	<b>Position Type:</b>	Permanent Part-time. 24 hrs over 3 / 5 days.
<b>Location:</b>	Melksham		
<b>Department:</b>	IT	<b>Closing Date:</b>	01/02/19
<b>Job Description:</b>			
<b>Purpose of position:</b>	To provide 1st and 2nd line technical support with the occasional elements of 3rd line. Supporting over 1,000 PC's, Printers, Networks, Telephones and other IT assets across multiple Knorr-Bremse sites in the UK. You will be the first point of contact for all IT consumers and manage problem resolution through to completion. Where required, take part in rolls-outs, upgrades and other planned IT projects.		
<b>Training / education:</b>	<ul style="list-style-type: none"> <li>• 2 A levels with 1 in a relevant field desirable</li> <li>• 5 GCSEs at A – C (or equivalent) with Maths and English. ICT desirable</li> <li>• Any relevant ICT training through a recognised body</li> </ul>		
<b>Professional experience and / or qualifications:</b>	<ul style="list-style-type: none"> <li>• Experience with Microsoft Windows 7/8.1/10, Server 2008 R2/2012 R2, Office 2010/13/16.</li> <li>• Experience in supporting Lenovo client devices, Kyocera Printers etc.</li> <li>• Certifications in industry standard qualifications (CCNA, MCSA etc.).</li> <li>• Ability to be a team player or work on one's own.</li> <li>• Helpful and understanding.</li> <li>• Good investigative skills.</li> </ul>		
<b>Additional skills and requirements (IT, languages, extensive travel, etc.):</b>	<ul style="list-style-type: none"> <li>• Experience with Microsoft Windows 7/8/10, Office 2010.</li> <li>• Knowledge of HP Servers, VMware, NetApp, Cisco Networking.</li> <li>• Knowledge of Symantec Backup and McAfee AV solutions.</li> <li>• Knowledge of SAP R3 administration, Citrix, Cadim, Eigner PLM, TeamCenter.</li> <li>• Knowledge of Skype for Business, Lync 2010/13 or Alcatel phone systems.</li> <li>• Experience of Catia, Creo, Autodesk or any other major CAD application.</li> </ul>		
<b>Financial responsibility:</b>	N/A		
<b>Key indicators:</b>	N/A		
<b>Responsibility for personnel:</b>	N/A		

**Indicative main responsibilities / duties (5-9 key outputs):**

- To help with the administration of more than 1,000 PC's, printers, other computer peripherals and telephones across multiple sites in the UK.
- To administer the user records for any KB-UK computer users in the areas of Active Directory, SAP and other relevant areas.
- To maintain user data permissions in support of the Company's data-access strategy and security policy for server-based data.
- To manage network security through the effective deployment of local and remote user accounts, network data-spaces, and the privileges attached thereto. To provide training to end users where necessary to ensure the effective and secure use of I.T. resources and privileges in accordance with the Company's I.T. Policies
- To act as first point of contact for users who have computer problems, passing on problems in specific areas to other team members.
- To configure and rollout PC's to individual users, including desktop and laptop systems, printers, and telephones.
- To repair, refurbish, and redistribute PC's where this is economically justifiable.
- To maintain records of user problems (using a problem-ticketing system), and ensure problems are always resolved.
- To be the local point of contact for the mobile phone administration.
- To support the local infrastructure and remote sites as appropriate.
- Experienced administering group communications utilising Lync and IP based telephony systems
- To provide support on Cisco networks utilising commands to bolster troubleshooting and fault investigation. Creating VLAN as required.
- Administer print servers and the devices connected to the including Kyocera printer deployment, group policy administration and follow me printing.
- Support legacy systems with the longer-term strategy to migrate onto KB Standard systems where possible.
- To cover for other team members when appropriate.

**Applying for this position:**
**By email:**

To apply by email, please send your CV and Covering Letter to: [recruitment.resmlk@knorr-bremse.com](mailto:recruitment.resmlk@knorr-bremse.com).

Please include the '**Job Title**' in the email subject.

Please note that roles may close earlier than specified should we receive sufficient applications prior to the written closing date.