



Senior Infrastructure Analyst

London (Steamship), England, United Kingdom * Full time

Complete IT (CIT) is a fast-growing, premier UK provider of IT support services whose clients range from 10 to 250 users and use the best technologies. Our wide range of managed IT services includes bespoke project delivery and we have a growing reputation for the quality and passion of our service built around our clients, combining on-site visits and unlimited helpdesk support to deliver a very different customer experience.

We are looking for a Senior Infrastructure Analyst to be based at our prestigious client site in central London. Your major responsibility will be to work with the team to log, manage and resolve client issues, establishing a priority rating with each caller and updating every call in the helpdesk system for each action.

Attempting a first-time fix in all cases and establish next action if this isn't successful, you'll be expected to identify root causes, liaising closely with the Service Delivery Manager where appropriate, and you will resolve escalated from other team members. Key deliverables include next step agreement, call-backs and post-call closure to provide the highest levels of service.

Other accountabilities include:

- developing mutually supportive internal relationships
- actively driving your personal development plan with your manager.
- carry out regular auditing of daily checks
- Continually enhance daily check procedures document
- Identify gaps in technical documentation and procedures and populate

As you will be based on site with one of our clients, it is very important to build and develop relationships with the client. You will be expected to actively use interactions with the onsite team to enhance knowledge of the business, the roles and the current priorities, learning which should then be communicated to the team.

As a senior member of the team, you will be expected to support the identification of projects needed to enhance the client's infrastructure and support the development of project plans. Once approved, you will complete projects to agreed plans and attend project review meetings.

It is important to develop your own skills and assist other team members to do the same. You will be expected to maintain an up to date skills matrix and drive your own personal development. You will create technical documentation for the rest of the team and will be a source of technical guidance for them.

The technical knowledge and skills you need

- 4 years 2nd line experience or field Technical Consultant
- 4 years' experience in an IT support provider
- MCSA, VCP and Citrix qualification
- VMWare and Hyper V
- Advanced server administration
- Advanced Exchange knowledge
- Networking
- SAN's
- Advanced backup troubleshooting

- Advanced 365 administration
- Advanced Terminal Server

In addition to the above, you will have advanced troubleshooting and questioning skills, and excellent communication skills. You will be very organised and have excellent reporting writing skills, you will also have skill in the development/training of others.

From a personal perspective, you will be friendly, personable and confident. You will be comfortable speaking to people at all levels and will have the ability to remain calm under pressure. Excellent customer service is also vital in this environment.

CIT is driven not only by our clients and our fantastic relationships with them, but also our amazing team. We are not just a successful business, we are a family. People matter to us – their opinions, their ideas, their development and most importantly their happiness is valued above all else, as they are the key to our success. With this in mind we try to make sure that the benefits that we offer to our team reflect the high value that we place on them. We offer private healthcare schemes, an employee assistance programme, access to an exclusive discount website, eyecare vouchers, a cycle to work scheme, long service awards, and quarterly team nights out. We also carry out bi-annual development reviews for all of our team members, giving them the opportunity to discuss their career and their training and development. Our team are the best in the business, so training is very important to us – we provide internal and external technical and soft skills training, and support our team by paying for them to take the exams that they need to gain valuable, industry recognised qualifications to develop their knowledge and expertise.

**Please check out the privacy notice for candidates on our website - see link below:
<https://www.complete-it.co.uk/privacy-notice/>**