

Senior IT Operations Support Analyst

Based in Darlington – with flexibility to work from home

Competitive salary, depending on experience + £5,500 car allowance + benefits

Full time, permanent role

We have an exciting opportunity for a highly experienced IT Operations Support Analyst to join the IT Support function as a senior team member here at Redde Northgate. Redde Northgate was formed in early 2020 following a successful merger to become the UK's foremost integrated mobility solutions provider.

Role Overview

The purpose of the role is to provide 3rd Line BAU support to the ReddeNorthgate business due to the nature of the role travel and overnight stays may be required. You will be required to maintain proactive monitoring of the IT Infrastructure systems and to assist in Project activities where necessary. Patching of IT infrastructure with both windows and antivirus updates to comply with IT audit requirements will also be key to the role.

Key Responsibilities

- Build, delivery, installation and support of Servers (both Physical and Virtual)
- Contribute in building the knowledge base
- Attend various business meetings and translate requirements into IT solutions.
- Adhere to the Northgate Policies and Procedures
- Build strong relationships with customers both internal and external and develop / demonstrate strong vendor management skills
- Incident reporting and documentation of resolution activities as well as the creation of new processes
- Provide the escalation point for all issues that are unable to be resolved by IT Operations Support Analyst
- Carry out root cause analysis and document workaround and permanent fix for major incidents and problems

Person Specification

Essential:

- IT related qualifications or demonstrable work experience.
- ITIL Foundation or relevant experience
- Experience of Microsoft Office 365 and Azure
- Knowledge of Microsoft System Centre
- Knowledge of backup software and best practice
- Excellent knowledge of PC's and Server operating systems from Windows 2000 upwards
- Knowledge of working with Microsoft Server including Active Directory, DNS and policy
- Working knowledge of Microsoft Exchange Server.

- Understand and basic working knowledge of VMWare systems
- Knowledge of virtualisation concepts and technologies.
- Networking experience - covering LAN, WAN, switches, routers, structured cabling, server & PC network configuration.
- Excellent communication, customer service and problem-solving skills
- Self-motivated, highly professional and results oriented.
- Ability to work independently, plan workload and deliver on commitments
- Incident management experience

Desirable:

- ITIL Intermediate Service Operation
- Experience of VMWare, Virtualisation.
- Experience in IT audit compliance
- Network security (Firewall and IPs)
- Intune

If you are interested in the role and hold the relevant skills please apply today for immediate consideration.