



Job Vacancy

IT SUPPORT ANALYST

Distinction Doors is a trade only supplier to the UK Door Fabrication industry. Distributing quality, cost effective and innovative entrance doors, glazing cassettes and triple glazed glass that are all built to stand the test of time. We are selective over who our suppliers and customers are, they must share the same values as Distinction Doors and our high standards for product quality, customer service and innovation.

Due to expansion we have a vacancy for an IT Support Analyst. Reporting to the IT Manager, the IT Support Analyst will be responsible for providing first line technical support and assisting in ensuring that the network remains fully operational at all times.

Key Skills:

- Responding to all calls from end users
- Providing support to users via phone, email, remotely and direct methods
- Diagnosing and resolving technical issues, independently and as part of a team
- Ensuring that a high level of customer service and support is provided
- Assisting the IT Manager in the investigation of and the design of IT solutions in line with Company standards
- Assisting to install, configure, test, maintain, monitor and troubleshoot end user hardware, software, networked peripheral devices, cabling and networking hardware and software

Skills & Experience:

- The ability to provide excellent customer service and high-quality technical support
- You must be well-organised, self-motivated, enthusiastic and flexible in your approach to work and possess a positive attitude
- A good understanding of Microsoft technologies including Office365, Windows 7 and upwards, Exchange, Software deployment, Active Directory, Microsoft Windows Server, Anti-Virus and basic networking is essential
- Previous relevant experience in an IT support capacity

Benefits:

- Full time permanent position
- 25 days holiday plus bank holidays
- Company pension scheme
- Health Shield cash plan following successful probation

If you think you are our ideal candidate, please apply to HR or email support@distinctiondoors.co.uk.