We are a global design leader ranked within the UK Top 10 and within the Global Top 100 of architectural practices. With our Head Office in London, we have studios across the UK and international.

Our people are the foundation of our culture: tightly knit and incredibly welcoming. We nurture our staff and encourage their creative and entrepreneurial spirit. We set high standards for ourselves and our teams work collaboratively to achieve the best, and have the determination and drive to do things better.   We like to push ourselves, creatively, in business and as a team. We listen and explore every angle with our clients so that we make the creative journey an enjoyable one for all.

JUNIOR TECHNOLOGY SUPPORT ANALYST

Your role
- Reporting to the Network Infrastructure Manager, you will provide first line support, incorporating elements of second-line support.
- Aiding the Technology Support Analyst & the IT Lead Support with their roles.
- Monitor the service desk system, resolving issues within agreed SLA's, support all staff with technology issues and questions, support and help deliver key activities and projects as appropriate.
- Feedback on identified trends and recurring issues, provide insights and possible solutions to prevent reoccurring issues.
- Role will be predominantly Guildford Office based with weekly visits to the London or Cardiff offices. Please note the trips to London or Cardiff can be expensed.

What you will do
- First point of contact and provide face-to-face, telephone and remote-based support to all staff members.
- Desktop lifecycle maintenance including rebuilds (using Windows Configuration Manager), installations, repairs, and relocations.
- Perform hardware and software upgrades
- Troubleshoot hardware, software and connectivity (network, Wi-Fi and 3G) issues, applying methodically reasoned problem solving.
- Support and maintain printing hardware and peripheral devices such as large-format plotters and high-end colour laser devices.
- Administer data patch cabling.
- Audit and control desktop hardware assets.
- Maintain quality standards and working practices with reference to ITIL + ISO9001.
- Perform any other duties, including out of hours working, remote working and travel as reasonably required by the role
- Working with the Technology Support Analyst and IT Lead Support & Infrastructure Analyst to resolve problems.

Drive for Results
Focused, driven and determined to deliver results; taking objectives willingly and proactively setting own goals; measuring your own success; focusing on new or more effective ways of delivering results; persistent; seeking and acting on feedback.

Client Focus
Obtains clarity about client needs; ensure the service is meeting your client needs; takes responsibility for customer satisfaction; works to build long term relationships with clients.

Concern for Quality
Double check the accuracy of your own work; follows SB-MS systems and procedures; supports and helps others, encouraging them to observe the correct procedures and standards.

Teamwork
Understand your own role and others within the team; works hard and willingly stands in for others when needed; encourages others to participate and work together to solve problems; shares experience, ideas and opinions.

Interpersonal effectiveness
Listens; understanding both content and emotion; picking up on body language, probing to develop a clearer picture of the situation; builds a rapport with people within the Practice.

Agility and adaptability
Receptive to change; makes constructive suggestions; agile and works quickly to ensure changes are implemented; restrains strong emotional impulses; resists temptation to react immediately.

Your skills
- Microsoft Windows 10
- Working knowledge of elements of back office infrastructure with a particular understanding of Microsoft desktop technologies.
- TCP/IP and other common networking protocols and standards. (Desirable)
- Basic understanding of Microsoft Active Directory. (Desirable)
- Microsoft Office Standard / O365 (2016 onwards).
- Have a basic understanding and appreciation of both internal and external network security and threats.
- Practical understanding and implementation of the Windows security model.
- Able to recognise the importance of effective time management and task prioritisation.

Your qualifications and experience
- Educated to Degree Level, equivalent (or IT specific diploma) or higher.
- Some experience within IT support role.
- Experience and a full appreciation and attitude focused towards a corporate ICT infrastructure.
- Experience in supporting graphical and architectural design applications (e.g. AutoCAD, Revit, Affinity Suite). An Advantage but not essential.
- Experience of working within parameters and restrictions as governed by Company policies.