

IT Service Desk Analyst

Location: Stockport

Salary: £24,000 - £26,000 pa

Job Type: 35 hours per week (5 x 7 hour shifts per week) Monday to Friday, between the hours of 08:00 and 18:00



Who is UK Biobank?

UK Biobank is a major international health resource, with the aim of improving the prevention, diagnosis and treatment of a wide range of serious and life-threatening illnesses. UK Biobank follows the health and well-being of 500,000 volunteer participants, collecting health information which is globally accessible to academic and health researchers.

The Role

To provide IT support to all UK Biobank sites, employees and projects. Main duties involve administration of the IT Helpdesk system, including monitoring, updating and resolving tickets from across the business.

What you'll be doing:

- Work within a small shift-based team of IT Service Desk Analysts, including nights and weekends on tasks allocated by the IT Manager.
- Support the IT systems in the Offices, Laboratories and Imaging Centres across our UK sites, therefore there may be an element of travel and work outside of normal business hours when required.
- Provide 1st and 2nd line desktop and application support to all UK Biobank employees and complete allocated tasks according to existing SOPs and ISO9001 and ISO 27001 quality standards.
- Resolve tickets accurately, fully and in line with SLA's in place.
- Troubleshoot problems that could be caused by a variety of desktop application, server or network issues and provide resolutions within an agreed time frame.
- Install, configure, deploy and upgrade computer hardware, software, systems, peripherals and mobile devices according to SOPs.
- Providing support for videoconference and audio-visual presentation equipment.
- Participate in security management activities, including regular monitoring and patching of servers and client computers, ensuring antivirus is up-to-date and reporting results.
- Maintain IT asset registers, software licencing records and carrying out regular audits.
- Creating and updating IT documentation and policies.
- Ad hoc duties as directed by the IT Manager.

This is what we're looking for:

- At least 2-3 years' in a similar role with strong 1st and 2nd Line Support skills and experience.
- Appropriate computer qualification (BTec National Diploma, GNVQ advanced or similar) or demonstrable equivalent experience.
- Aptitude for problem solving and trouble-shooting, seeing issues through to resolution.
- Ability to work under own initiative and as part of a small team.
- Good written and spoken communication skills.
- Self-motivated, flexible and able to organise work effectively.
- Proficient in Microsoft Active Directory and Group Policy administration.
- Proficient in Microsoft Operating Systems, specifically Windows 10.
- Experienced in PC hardware set-up and configuration.

It would also be great if you had experience in:

- Educated to degree level in computing or similar discipline, or equivalent relevant experience.
- Knowledge of Microsoft Server Operating systems installation, configuration and support.
- Configuration and Administration of Microsoft Exchange.
- Installation, configuration and support of wired/wireless networks, switches and firewalls.
- Microsoft 365, Cloud computing platform.
- Cloud technologies including Azure / AWS.
- Any SharePoint administration experience.

- VMWare/Hyper-V.
- Any Microsoft certifications.
- Any ITIL certifications.

Salary and benefits for working at UK Biobank

- £24,000 - £26,000 per annum depending on experience
- 26 Days Annual Leave + Bank Holidays
- Christmas Closure
- USS pension scheme (9.8% employee contribution & 21.6% employer contribution)
- Enhanced maternity/paternity/adoption/shared parental leave
- Enhanced company sick pay scheme
- Cycle to work scheme
- Health and wellbeing initiatives including an Employee Assistance Programme (EAP)
- Annual Flu vaccination
- Perkbox employee discount platform scheme
- An active social committee who organises events throughout the year
- Flexible work life balance policy
- Free onsite car parking
- Onsite café
- Gym facilities, we even have a putting green!

By working for UK Biobank you are part of an organisation whose mission is to contribute to improving the health of future generations.

UK Biobank strives to be a diverse and inclusive organisation, within which we can ALL be ourselves.

The closing date for applications is 6 July 2022, subject to early closure upon receipt of suitable applications.

Please click on the links for more information about [Working for UK Biobank](#) and [Recruitment guidance for candidates](#)

To apply

Please email your CV to jobs@ukbiobank.ac.uk