JOB DESCRIPTION

JOB TITLE:	**IT Systems Support Analyst**
NAME OF JOB HOLDER:	
REPORTING TO:	**IT Controller, Computer Resource Unit (CRU)**
PRIMARY RESPONSIBILITIES:	**To maintain the Company's computer software and hardware systems in optimum working order.**
	To develop the Company's software and hardware systems as per the business requirements.

SUMMARY OF DUTIES AND RESPONSIBILITIES:

1. To ensure that all computer hardware, software and network services are in full working order.

2. To ensure that all computer software is accurate, virus free and up to date and where applicable liaising with our ERP software provider.

3. To document and complete authorised in-house programming and software customisations.

4. To complete the daily network backup and to ensure that a back-up data record is stored off-site overnight, at weekends and during Company holiday close downs.

5. To be the first point of contact regarding internal IT support issues.

6. To assist the IT Controller and other members of the Management team with month and year end closedown routines.

7. To maintain an up to date hardware and software asset list.

8. To be a pro-active member of the Company's CRU Department.

9. To ensure that all computer related problems are resolved in a timely manner with minimal disruption to the business operations.

10. To develop and maintain the Company's Intranet and email systems and support remote users.

11. To develop and maintain the technical aspects in relation to the Company's website and online ordering extranet systems, including integration to ERP system.

12. To log internal support issues and raise to either the IT Controller or relevant 3rd party organisation.

13. To be the Company's communications administrator with respect to maintenance of service of the Company's internet, email, facsimile and VoIP telephone systems.

14. To provide training for employees on discretionary repetitive tasks, ensuring that any training provided is communicated to the employee's manager for inclusion on relevant training records.

15. To assist the IT Controller with the development of reporting tools for extracting data from the organisations systems such as the ERP, extranet, network, VoIP telephone systems.

16. To maintain high availability of business critical systems

17. To help promote, build and maintain the organisations online knowledge base wiki system.

18. TCP/IP Network management and troubleshooting

19. Any other reasonable duties at the discretion of management.

Signed for and on behalf of Merton Group UK Limited.

Signed by employee – confirming that employee is in agreement with details as laid out in this job description and will carry out duties and responsibilities at all times.

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Name: _____

Name: _____

Date: _____

Date: _____