

JOB DESCRIPTION

Job Title: **IT 2nd Line support analyst**

Reporting to: Group IT Service Delivery Manager

Department: IT

Location: Nelson House, Farnborough

Working Hours: Full time, permanent

Company Background

Hotelplan is a large pan-European travel group headquartered in Switzerland, under the ownership of Migros, the leading Swiss co-operative retailer.

In the UK, Hotelplan is a well-established and profitable family of specialist tour operators, with a strong tradition of excellence & high standards of quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in UK and overseas are focused to ensure that we meet, indeed exceed the expectations of our discerning and loyal customers, many of whom travel with the company time and again.

Our vision is “Creating amazing holiday experiences to be proud of”.

The Hotelplan UK family of brands includes Inghams, Esprit, Santa’s Lapland and Flexiski all based in Nelson House, Farnborough, together with the Intravel business based near York, and adventure travel business, Explore Worldwide also based in Farnborough.

Job Purpose

The 2nd line support analyst is responsible for ensuring IT systems are available to business users at all times. You will work as part of the service delivery team and be responsible for the resolution of all incidents logged via the IT call logging system. The role is customer facing and you will be required to communicate effectively with internal and external customers of all levels.

Main Responsibilities and Key Tasks

- Action, track and monitor calls within the incident management database to the point of closure.
- Liaise with external resource where necessary to resolve issues with third parties.
- Ensure all calls are administered in accordance with the agreed SLA’s.
- Perform remote troubleshooting
- Determine the best solution based on the issue and details provided by customers
- Follow-up and update customer status and information
- Record events and problems and their resolution in Helpdesk ticketing system
- Maintain Asset Management database by updating records for each asset as and when required
- Prepare and deploy new computers to end users
- Monitor performance of all Hotelplan IT systems and services.

- Ensure all services provided to the business are delivered in accordance with the IT security policy.
- Maintain the security of the Hotelplan environment.
- Ensure all new releases of software are accompanied by user guides or release documentation.
- Ensure all changes to IT systems are communicated within the IT team and to the appropriate business users.
- Assist with moves, additions and changes to the existing environment.
- Provide out-of-hours duty cover on a rota basis.

Knowledge, Skills & Experience

	<i>Essential</i>	<i>Desirable</i>
At least 2 years experience working within a 2 nd line support role.	✓	
Good working knowledge of Microsoft Active Directory	✓	
VMware configuration, administration and troubleshooting	✓	
Windows Server operating systems 2012+ Server configuration, administration and troubleshooting	✓	
Demonstrable experience of installing, maintaining and support new applications	✓	
Demonstrable experience of providing end user support for key line of business applications.	✓	
Ability to use remote support tools to resolve issues	✓	
Microsoft Windows desktop operating systems (Windows 10)	✓	
ITIL Foundation qualification.		✓
Good working knowledge of network infrastructure such as firewalls, switches and wireless networks		✓
Good working knowledge of Microsoft office suite		✓
Good working knowledge of network administration such as DNCP, DNS. VPN and IP address management		✓
Travel industry experience		✓

Values

- Be Passionate in everything we do
- Work together as a United team
- Be innovative embracing and driving change
- Trusted, open and honest
- Stand out and be distinctive

Your Profile

- Strong focus on customer service and ensuring the needs of various stakeholders (internal & external) are satisfied at all times
- Driven by deadlines, with the ability to work on own initiative as well as part of a team
- Strong interpersonal skills, comfortable dealing with people at all levels of an organisation
- Flexibility & adaptability to learn and apply new processes, demonstrating continuous improvement
- Self motivated and able to react in line with the business focus.
- Lateral thinker who can come up with creative solutions and new ideas.
- Good analytical skills.
- Good Administration skills – including documentation.
- Organised and methodical approach to managing tasks and projects.
- Effective planning ability to ensure conflicting deadlines are met
- Pro-active and “can do” attitude

Please note that some travel both within the UK and overseas may be required, plus weekend shifts at peak periods over weekends and Bank Holidays, as “normal course of business”.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.

Date of Description – 2nd August, 2021