

Job Title: Internal Desktop/Network Support Analyst	Contract type: Permanent
Department: Internal Infrastructure	Date: April 2017
Reporting to: Group IT Manager	Contact: recruitment@kerridgecs.com

Position Overview

- Kerridge Commercial Systems (KCS) is the market leader in developing and delivering fully integrated business management solutions for distributors, suppliers, resellers, wholesalers and merchants. Our mission is simple: to design, implement and support high performance systems that enable our customers to source effectively, stock efficiently, sell profitably and service competitively.
- Provide Internal Desktop/Network/Application Support to employees of Kerridge Commercial Systems
- Provide Operational Management of the IT infrastructure including Servers, Networks, Desktops and Telephony Systems

Main Duties and Responsibilities

- Pro-actively take ownership of a wide variety of incidents, requests and problems.
- Manage, prioritise and progress their adopted workload, ensuring that all are dealt with in a timely manner, providing an effective resolution or work-around where necessary.
- Design, Implement and Document solutions as part of issue resolution to ensure best practices are adhered to.
- Undertake routine checks to ensure that systems are working effectively, escalating and seeking advice where necessary.
- Provision new equipment or services as appropriate.

Knowledge and Experience

- Experience of providing network and desktop support to internal customers.
- Knowledge of managing and supporting Windows, Exchange, Active Directory, DHCP, DNS and TCP/IP Networks
- Microsoft Certifications Preferable
- Strong communication skills required

Other

- This role may involve travel and therefore a valid UK driving licence is desirable

Remuneration:

- The salary and package are commensurate with the role and experience

To apply, please email a copy of your most recent CV to recruitment@kerridgecs.com