

Job Title: Desktop Support Analyst
Department: IT
Contract Status: Fixed Term/ Full Time
Closing Deadline for applications: 10 October 2022

GPE is a highly respected central London Property Investment and Development company quoted on the London Stock Exchange. The Company, which employs just over 100 people, owns around £2.5 billion of real estate – primarily commercial but also retail and residential – 100% in central London with a rent roll of approx. £100 million per annum. The business focuses on acquiring, managing and developing properties – to reposition them and unlock their full potential. This approach, combined with successful reading of the real estate market, continues to deliver outstanding performance for shareholders and makes for a dynamic environment in which to work.

Desktop Support Analyst

Reporting to the Head of IT, this role the Desktop Support Analyst is responsible for troubleshooting issues with computers, mobile devices and their applications on the IT infrastructure at Head Office and portfolio marketing suites. This may include hands-on support or liaising with third party support companies together with supporting and covering for IT Support Analyst.

Key responsibilities

The Desktop Support Analyst has a wide-ranging number of day-to-day tasks which include:

1. IT Desktop Support

- responding to GPE employee support requests and incident tracking to resolution
- responding to portfolio support requests and incident tracking to resolution
- support of all workstations, Surface Pro and laptop computers together with basic support of mobile device fleet (Smartphones, Tablets etc...)
- new computer software builds in accordance with corporate standards
- create user accounts, manage access and network administration based on company standards and policies
- meeting room Audio Visual facility setup and support

2. Communication with the business

- liaise with all employees not only to maintain a high degree of visibility for the IT function but also to ensure a good level of support and service
- facilitate positive working relationship with other members of the IT team and wider business.

3. Technical Support

- network patch management;
- printer maintenance;
- provision and support of telephones/photocopiers/faxes;
- printer administration and management, including changing consumables and managing stock supplies;
- creation of technical documentation and manuals for employee use;
- Manage software licensing;
- update and maintain asset inventory for all IT hardware and software

Performance measurement

- The timely resolution of computer-related issues
- Ensure that all changes meet set objectives and are carried out within an agreed time frame
- Maintain a stable infrastructure for systems within their responsibility
- Maintaining appropriate stock levels of toner
- Feedback on working relationship with other members of the IT team and wider business.

Person specification

Personal attributes

- Self-starter that seeks out responsibility and challenge;
- Open and responsive to feedback;
- Inquisitive, enjoys seeking and generating new ideas;
- Confident communicator and influencer;
- Collaborative team worker;
- Resilient, deals positively and constructively with issues

Live by our company values:

- We achieve more together
- We are committed to excellence
- We are open and fair
- We embrace opportunity

