



Job Description

IT Support Analyst

£25k to £30k plus bonus

Full time – 40 hours a week

High Wycombe (hybrid/flexible working will be considered)

DWS (t/a Developing World Systems Ltd)

Who are we?

DWS is a leading provider of Oracle JD Edwards EnterpriseOne and Fusion Cloud Applications products and services. Since 1998, we have been providing development and technical services to organizations looking to customize, integrate, extend, upgrade or support their enterprise software applications.

Our innovative portfolio of products and services allow us to provide the specialist software and expertise needed to support, test and upgrade our customers systems through smaller, faster and smarter projects. Our SaaS products are built and run on the Microsoft Azure platform.

In January 2022, DWS was acquired by LogiGear Corporation, a world leader in Software Testing and Test Automation solutions. The acquisition partnership represents a significant move to further enhance both services, product portfolios and an increase in geographic reach for both entities. This is an exciting to join a growing team and further enhance your skills across a wide spectrum of technologies and hardware.

What we offer

In addition to a competitive salary, we also offer a discretionary annual bonus of up to one month's annual salary, 20 days holiday rising to 25 days per annum (excluding bank holidays), potential for flexible working (when up to speed) and pension along with any further training that benefits both the candidate and the company. You will be working in a small, agile and friendly team. You will be assigned a mentor and will follow a structured onboarding process designed to provide you with the very best chance to excel and succeed in the role.

Main Responsibilities

- Providing first class IT support to DWS employees and when required by the company's customers.
- Working to issues list in priority order. Monitoring of helpdesk for support issues and responding in a timely manner. Escalating where necessary.
- Working with the team to provide pro-active system administration and maintenance of the IT infrastructure to conform with company policy.
- Setting up new users on the network and providing support for remote users. This primarily consists of a Windows Active Directory Domain and Watchguard VPN connection.
- Completion of regular maintenance checks to ensure that backups are running properly, anti-virus signatures are up to date, computers are patched properly, and inventory of IT assets.
- Creating and installing JDE ASU software patches, OMW project promotion, Build and deploy packages. Client setup and assisting with connectivity issues.
- PC builds to meet company standards (Physical or Virtual) and PC support with Windows 10.
- Maintaining IT security policy.

- Keeping up to date and providing recommendations to the TM regarding new technologies and opportunities that may be beneficial to DWS.
- Administration of user guides and documentation.
- Participate in IT projects as and when required.

Key Skills:

- PC Support\Windows 10, MS Office\MS Outlook\ MS Teams.
- A good understanding of Microsoft Windows networking, Active Directory, Printers, Network drives.
- Knowledge of Azure Active Directory and Microsoft Office Admin Centre.
- Patching Windows servers.
- Backup Exec, Veeam or alternative backup solutions.
- Desktop\Laptop Hardware configuration and troubleshooting.
- Experience of working on and supporting a Helpdesk.
- Troubleshooting remote connection and other network connectivity issues.

Desirable Skills:

- VMWARE.
- SQL Server.
- Microsoft Azure.
- JD Edwards CNC skills.
- Knowledge of DNS/DHCP, WAN etc.
- Familiarity with Information Security concerns.

The successful candidate will have:

- A computer science related qualification from a technical college or University.
- The ability to work with a wide variety of technology and end user skill level.
- A professional manner when always dealing with all users.
- Strong analytical and problem-solving skills.
- Excellent communications skills and comfortable working with end users.
- The ability to multi-task and be flexible.
- Effective time management skills.
- A strong and demonstrable desire to build a career in IT.
- Evidence of improving a process using technology solutions.

Applicants must provide a covering letter with their CV to be considered for this role. We want to hear from you as to what excites you about IT and service delivery. We look forward to hearing from you!