**1st Level IT Support Analyst**  
**Location:** Harrow, North West London

We are seeking a dedicated and proactive **1st Level IT Support Analyst** to ensure our IT systems are managed and maintained to the highest standard while providing exceptional user support.

**Role and Responsibilities**

As a **1st Level IT Support Analyst**, you will:

* Serve as the first point of contact for users experiencing technical issues with hardware, software, or network systems.
* Troubleshoot and resolve basic technical issues, including software errors, connectivity problems, and printer malfunctions.
* Provide technical assistance and support to end-users via phone, email, or in person across multiple locations.
* Support and manage various Microsoft 365 issues and assist in deploying and maintaining hardware and software systems.
* Utilize Intune and other management tools to manage and maintain devices effectively.
* Track and manage service requests using the ticketing system.
* Escalate complex issues to higher-level IT support staff or other teams as necessary.
* Maintain and update IT documentation, including knowledge base articles and FAQs.

**Your Qualifications**

We are looking for someone with:

* A basic understanding of computer systems, hardware, software, and network infrastructure.
* Proficiency in the Windows operating system.
* Strong knowledge of Microsoft 365 and Azure.
* Experience with device management tools like Intune is a plus.
* Excellent troubleshooting and problem-solving skills.
* Effective time-management skills with the ability to meet tight deadlines under pressure.
* A calm and composed approach to handling user incidents with firmness and professionalism.
* Exceptional attention to detail and strong communication skills.
* The ability to work independently and take initiative.
* A self-motivated, reliable, flexible, and enthusiastic mindset.

**What We Offer You**

* A permanent position with responsibility, variety, and opportunities to grow.
* An international work environment, collaborating with a multinational team.
* A range of benefits, including:
  + Contribution toward gym memberships
  + Season ticket loans
  + Cycle-to-work scheme
  + Additional days off (e.g., your birthday, volunteering)
  + And much more!
* A modern, air-conditioned office located in North West London.