**Your Job Profile**

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| What is your job? | IT Support Analyst - Glasgow |
| Who do you report to? | IT Operations and Systems Manager |
| Where are you based? | Glasgow Offices, occasional travel to other Abellio office locations will be required. |
| Which Team(s) are you in? | IT |
| Who do you manage? | No direct reports |
| What do you do? | This role requires a capable, proactive individual to work in a versatile IT team that provides IT service Delivery to Abellio Transport Holdings and Abellio London Ltd.  You will be expected to provide end to end management of all software and hardware incidents and service requests by providing remote support by Phone and Email, at Client desk, support Audio Visual, desk phone and mobile device. |
| What are your key tasks | * Accurate ticket logging of all IT incidents and service requests whilst managing individual ticket queue within the Service Management solution. * Ability to identify problems and clearly communicate strategic solutions to clients * Configure & deployment of new desktop/laptop/network and mobile equipment * Knowledge management; contribute towards the internal KB. * Work with MSP on ticket escalations and local support. * Good knowledge of Windows/Android/iOS with the ability to carry out root cause analysis * Ability to effectively collaborate with team members and clients to achieve common goals |
| Who are your key stakeholders? | * IT End Users * Abellio London Ltd IT Team * MSP and other relevant 3rd Party Providers of IT services and solutions |
| What must you have to do this job? | * Minimum 3 years’ experience of 1st and 2nd line End User Support. * Administration of M365 including AzureAD, SharePoint, Endpoint Manager, Exchange and MS Teams * Good experience of supporting Windows 10/11, Android and Apple iOS * Proficiency with Microsoft Office applications. |
| What would it be good for you to have to do this job? | * CompTIA+ * ITIL 4 Specialist * Microsoft 365 Mobility and Security * Microsoft 365 Certified: Enterprise Administrator Expert * Experience of Mimecast, Zscaler, 8x8 VCC and OrbTalk administration |
| What do we expect from you? | The ideal candidate will embody Abellio’s values, will be highly motivated and largely self-sufficient. The IT Support Analyst will play an integral role in ensuring end users receive high quality IT support services. The role will contribute to the maintenance and adherence of the operational processes, toolsets and procedures. |

**Abellio Values**

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