

PR/118826 | IT Helpdesk Analyst

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント イギリス

求人ID
1623467

業種
ITコンサルティング

雇用形態
正社員

勤務地
イギリス

給与
経験考慮の上、応相談

更新日
2026年11月17日 11:12

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
基礎会話レベル

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

Company: Financial Institute

Position: IT Helpdesk Analyst

Type: Permanent

Location: City of London (Hybrid)

Salary: 40,000 – 45,000 GBP

Job responsibilities:

1. To act as 1st line (and 2nd line) support in responding to problems and queries experienced by staff with respect to systems and software used by the London Branch and the Amsterdam Subsidiary.

2. To undertake and support IT computer operations (including iSeries).

3. Day-to-day monitoring of the helpdesk system to ensure calls are responded to within the Service Level Agreement (SLA) criteria, appropriately qualify support requests, ensure adequate information is collected and resolve or assign to appropriate technical resource. Monitor progress of all open calls. Prepare management reports regarding performance of the helpdesk.

4. To setup and deploy desktop PCs, including physical and virtual, and associated equipment.

5. To assist IT technical staff in the deployment, removal and troubleshooting of IT systems.

6. To assist and train staff in the use of desktop software and IT systems.

7. To monitor and maintain stocks of IT hardware and consumables.

8. To maintain Helpdesk records and system inventories including Asset Control.

9. To undertake MS 365 administration support.

Experience:

1. 2-3 years of IT Helpdesk experience

2. Experience of working withing financial services

3. Excellent communication

4. Strong understanding of MS365 technology

5. Familiar with Japanese language or Japanese culture (Nice to have)

We regret to inform applicants that only shortlisted candidates will be notified.

Thank you for understanding.

#LI-JACUK #UN

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会社説明