

COMPANY PROFILE

VoxSmart is a global telecommunications technology company and the acknowledged pioneer of mobile voice recording. At VoxSmart we believe passionately in enabling Mobility and helping our clients increase productivity, reduce risk and improve transparency. We know that enabling enterprise mobility requires delivery by an experienced team, an obsession with end user experience and, above all else, execution with a ruthless focus on security and service quality.

We are looking for an enthusiastic and helpful desktop support analyst for our UK office. Our desktop IT and communications systems need a friendly human face with a smile on it to help everyone in our office have a totally seamless and frustration-free IT experience every day.

RESPONSIBILITIES

- First line desktop support for UK office
- Logging, tracking, prioritisation, resolution and escalation of incidents and service requests
- Procurement and configuration of new desktop hardware and software
- Documentation of workaround and fixes for incidents
- Reporting on KPI for incident and service request volumes and resolution times
- Assisting development and implementation of security policies

SKILLS, EXPERIENCE AND QUALIFICATIONS

- Relevant qualifications desirable (CompTIA A+, MSCA, ITIL)
- At least one year experience of IT (desktop and server) support
- Require a good working knowledge of:
 - Information security policies and standards (ISO 27001, 27002, 27017, PCI DSS or similar)
 - AWS infrastructure
 - Windows, Linux, OS X in office desktop environment
 - VoIP desk phones, SIP trunks
 - Office 365
- Knowledge of the following would be an advantage:
 - TCP/IP Computer networks (routers, switches, firewalls)
 - Active Directory, Group Policy, AWS concepts
 - Agile methods (SCRUM or DevOps)
 - ITIL processes

WHAT WE'RE LOOKING FOR IN YOU

- Appreciation of business objectives and requirements and how IT can enable achieving them
- Genuine desire to help people get things done, whatever it takes
- Good ability to explain technical subjects in plain English to non-technical audiences
- Methodical approach to problem solving and troubleshooting
- Curious about and eager to learn about technology and security products and services

This is a great opportunity to experience life at a start-up and develop your existing skill set as well as collaborate with our team.