

Job description - IT Support Analyst (PB5)

Job summary

This is an IT Support role based in the Forestry England National Office at Bristol and the surrounding area. You'll be the local face of IT for this region, working closely with staff on site and the national IT team to provide effective and professional IT Support services.

You'll resolve incidents, answer queries, maintain equipment, and act as the local subject matter expert. You'll also contribute to wider delivery projects, help maintain documentation, and build great working relationships with colleagues across the organisation.

You won't be doing this alone, you'll be supported by a national IT team of skilled professionals including Systems and Infrastructure, Field Support and Security teams. You will have opportunities to get involved in exciting IT initiatives to deliver modern transformation projects at the local and national level.

This is a varied and rewarding role for someone who enjoys collaborating with others, working independently, owning problems, and taking pride in their work.

The role will be primarily office-based in line with Civil Service blended working policies. This will typically include a minimum of one day per week in the Bristol office and around two days per week supporting sites and teams across the South West region, which may include (but is not limited to) Haldon Forest Park, Bucks Horn Oak, Beechenhurst, Kings House, Westonbirt Arboretum and Cardinham Woods.

Travel across the region is an important part of the role and may occasionally require overnight stays where this is practical or beneficial. There may also be occasional travel to other locations across England to support wider Forestry England business needs. A smaller proportion of home working may be agreed in line with business requirements.

You will also be required to participate in a team on-call rota covering weekends, public holidays and occasional out-of-hours support, for example to assist with incident resolution. An additional allowance is paid in line with Forestry England's current on-call arrangements.

Key work areas: responsibilities & accountabilities

- Delivering a blend of local hands-on and national remote IT support, responding to incidents and service requests in line with Service Desk standards.
- Taking ownership of triaged incidents, escalating and collaborating with internal experts or third-party providers as needed.
- Managing IT equipment stocks, issuing and maintaining devices, and ensuring records maintained and staff have what they need to work effectively.
- Monitoring known and upcoming issues (e.g. system outages or maintenance windows) and keeping colleagues informed of potential impacts.
- Documenting solutions and local information in our knowledge base, and keeping technical records up to date.

- Coordinating with national IT staff and third parties to deliver support where needed, delivering defined incident management processes including unplanned outages.
- Contributing ideas and suggestions to improve how we work, both locally and nationally.
- Professionally representing IT and undertaking engagement activities alongside and as directed within scope of the work of our IT Business Partner.

Location-Specific Information (optional)

The role will be majority office-based in line with Civil Service blended working policies. This includes a minimum of one day per week in the Bristol office and at least two days per week at other locations across the south west region (to include but not limited to Haldon Forest Park, Bucks Horn Oak, Beechenhurst, Kings House, Westonbirt and Cardinham Woods).

A smaller proportion of home working may be agreed in line with business needs. Occasional travel to other locations, including overnight stays, may be required where necessary or planned. You will also be required to participate in a team rota covering weekends and public holidays. There may be occasional out-of-hours work, for example to support the resolution of incidents.

Person Specification: Skills, knowledge & experience

Essential Professional and Technical experience

- Friendly, approachable, enthusiastic and capable IT professional and team player. Someone with a genuine interest in IT as an occupation and demonstrating a strong focus on people skills and accountability. Working within defined policy and process where required but also comfortable working under own initiative, managing your own workload and working across teams to solve problems effectively. A strong communicator, able to explain technical issues in plain language, and able to understand and communicate staff issues back to the wider IT team. Highly organised, with good attention to detail and a proactive attitude. Willing to travel to district office hub sites as required/planned to provide hands-on support in a variety of locations and environments.
- Microsoft 365 Enterprise administration (Entra, Office, Teams and other Microsoft cloud-based services) to a “second-line” standard.
- Aware of modern IT security principles and best practices.
- A working understanding of functional networking principles (TCP/IP, DNS, DHCP) and physical network connectivity (e.g. wifi, cabling and switches).
- Hands-on support and client-side troubleshooting of end user devices including Windows 11, MacOS, iOS, Android, print MFD and telephony.
- Experienced working with “third line” level colleagues and IT vendors, suppliers and partners on technical issues and escalations.
- Interested in IT and motivated to develop your skills while supporting others to learn and grow.

Desirable Professional and Technical experience

- IT Service Management framework and tools (e.g. Halo ITSM, BeyondTrust) and methodologies (e.g. ITIL and ITSM) for incident handling and support.

- Mobile Device Management tools (e.g. Intune, Jamf) and asset management tools (e.g. Lansweeper) with an understanding of managed device configurations at scale.
- Previous hands-on experience working with specialist/proprietary end-user devices like handheld scanners, point of sale devices etc.
- Prior experience troubleshooting cloud managed networks (e.g. Meraki, Unifi) is advantageous but this is not a network administration role.
- Ability to follow, create and update technical documentation.

Qualifications

- Full UK Driving License

Desirable

- Relevant Microsoft Certified Fundamentals qualifications e.g. MS900, AZ900.
- Any IT courses or certifications which demonstrate relevant ability to an IT Support role.
- ITIL v4 foundation.

Success Profiles

Experience

- Qualifications and/or experience equivalent to three years in similar end-user/client-side support roles (for example, first line support, second line support).

Ability

- May be tested through technical and scenario-based questioning, discussion and exercises.

Technical

- May be tested through technical and scenario-based questioning, discussion and exercises.

Behaviours

- Working together
- Delivering at pace
- Communicating and influencing

Strengths

- Adaptable
- Organiser
- Resilient
- Responsible
- Problem solver