

## **ROLE DESCRIPTION**

### **Senior IT Support Analyst**

**Contract:** Full-time, permanent, 35 hours per week (on-site)  
**Location:** 30 Bedford Square, London, WC1B 3EE  
**Reports to:** Director of IT Service Management

#### **BrandEd**

BrandEd partners with prestigious companies to deliver relevant, experiential learning programs taught by industry experts from the world's best brands. The BrandEd portfolio currently includes Sotheby's Institute of Art, The School of The New York Times, Vogue College of Fashion, Manchester City Sports Business School and WIRED Education. Our academic programs range from pre-college to master's degrees with campuses in New York, London, Madrid and Online, and partnerships in Seoul and Beijing.

#### **Job Purpose**

Reporting to the Director of IT Service Management, the Senior IT Support Analyst is a key member of the Global IT Service Management team and will take a lead role in all aspects of IT support across BrandEd, helping to ensure that the services provided by IT are effectively managed.

The position requires a high standard of professional conduct and the ability to build and maintain positive, professional relationships, and a collaborative approach to working with colleagues. The role requires excellent communication, teamwork, and a commitment to maintaining a productive work environment that upholds organisational values and objectives.

#### **Duties and Key Responsibilities**

The Senior IT Support Analyst, with support from other IT colleagues and the Infrastructure and Development team, will take the lead in managing the timely resolution of issues related to standard enterprise software applications and various custom web applications, desktop hardware, network and server infrastructure components. In addition to the tasks and activities listed below, this person will be expected to take a lead role in Global IT projects ensuring that best practices are followed from planning through to implementation.

Specific duties and responsibilities include the following, but the individual will also be expected to perform all the necessary duties which are customarily performed by a person holding this position, and other duties may be assigned:

- **Team Management**
  - Line manage team members and supervise the daily operations of the London IT Service Desk, ensuring the effective delivery of technical support.
  - Key responsibilities include workload distribution, providing guidance and daily supervision to the team, and maintaining clear and effective communication with users.
  - Additional, responsibilities include monitoring team performance and promoting high service standards to improve productivity and enhance customer satisfaction.
- **Case Management**
  - Manage and resolve IT Service Management (ITSM) requests within the organisation's ticketing system, ensuring timely and accurate documentation.
  - Maintain clear and consistent communication with end users, providing updates and guidance in non-technical terms to ensure a positive support experience.
  - Follow up on open issues to ensure resolution and user satisfaction.
  - Adhere to and enforce organisational policies and procedures related to the appropriate use of technology and IT resources.
- **Infrastructure Support**
  - Provide technical support and troubleshooting for LAN and wireless network devices, including switches, routers, firewalls, and wireless access points. Manage Wi-Fi environment and collaborate with IT Infrastructure team to implement network changes and support infrastructure upgrades.
- **End-User Support**
  - Lead the delivery of technical support in London, ensuring timely and effective resolution of technical issues.
  - Oversee the diagnosis, research, and documentation of solutions for a wide range of IT tasks.
  - Manage and prioritise support requests to optimise efficiency and service quality.
  - Supervise the deployment, configuration, and maintenance of user devices, software applications, and peripheral equipment, including classroom audio/video systems.
  - Drive continuous improvement in end-user support by helping to implement best practices and enhance troubleshooting processes.
- **Flexible working**
  - Supporting after hours and weekend events may be required.
  - Multi-site support is also required with the ability to respond at short notice.

## **Person Specification**

The individual must demonstrate the ability to perform all essential duties to a high standard. The following qualifications, knowledge, and skills are required:

<b>Leadership</b>	<ul style="list-style-type: none"> <li>▪ Proven experience in IT leadership and service management.</li> <li>▪ Experience in performance monitoring and setting objectives.</li> </ul>
<b>Technical Expertise</b>	<ul style="list-style-type: none"> <li>▪ Comprehensive understanding of commonly used concepts, practices, and procedures within the IT field.</li> <li>▪ Advanced troubleshooting experience with web applications and related technologies.</li> <li>▪ Excellent knowledge and experience of Microsoft 365, Windows 11, Mac OS and Active Directory.</li> <li>▪ Experience with Azure AD, Intune, Group Policy &amp; SharePoint.</li> <li>▪ Proficiency in installing and configuring Windows operating systems and other software packages.</li> <li>▪ Strong knowledge of LAN and Wi-Fi networks, including troubleshooting LAN clients.</li> <li>▪ Knowledge of administering audio-visual systems, including projectors and sound systems.</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>▪ Strong interpersonal skills, fostering a positive and collaborative work environment.</li> <li>▪ Excellent communication skills to interact with technical and non-technical users effectively.</li> <li>▪ A strong focus on customer service, ensuring user satisfaction and service excellence.</li> <li>▪ Ability to work both independently and collaboratively within a team, driving efficiency and innovation.</li> </ul>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>▪ A Degree in Computer Science/Information Systems or related field or relevant practical IT related qualifications.</li> <li>▪ At least one Microsoft (MCP), or other industry standard certification.</li> <li>▪ At least one ITIL qualification would be advantageous.</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent verbal and written communication skills.</li> <li>▪ Excellent command of the English language.</li> </ul>
<b>Physical Attributes</b>	Physically able to move around the building to deal with service users / equipment. The building is located on 4 levels with no lifts due to its listed status.

The above statements are intended to describe the general nature and level of work to be performed by the successful candidate. They are not intended to be an exhaustive list of all duties, responsibilities and skills.

### **Application Process**

Please submit your CV and a covering letter demonstrating your skills and experience in relation to the position to: [ukvacancies@branded-edu.com](mailto:ukvacancies@branded-edu.com). The closing date for applications is Monday 25<sup>th</sup> August 2025.

Benefits of working for BrandEd UK include:

- In addition to UK bank holidays, 25 days annual leave plus up to 4 days additional discretionary leave during the Christmas period.
- Option to purchase an additional 5 days annual leave on a salary sacrifice basis
- 24/7 access to an Employee Assistance Programme
- Volunteering days
- Life insurance of 4 x salary
- Access to a comprehensive (250+ courses) and high-quality e-learning platform
- Option to complete any online course within the wider BrandEd portfolio free of charge (subject to availability and eligibility)