APPLEBY

IT SUPPORT ANALYST

JOB IDENTIFICATION	
Job Title:	IT Support Analyst / 信息科技支援分析员
Department:	Information Technology / 信息科技部
Reports To:	IT Manager / 信息科技经理
Location	Shanghai / 上海

THE ROLE

Principal Duties and Responsibilities

- Provide 1st/2nd Line local and Service Desk support for all IT related service requests via telephone and email, and assist other IT members supporting the business locally and in remote locations.

  通过电话和电子邮件为所有与 IT 相关的服务请求提供本地一线/二线支援和服务台支援，并协助其他 IT 同事为本地和远程办公业务提供支援。

- Ensuring customer service delivery is timely and accurate on a daily basis by actively triaging the ticket queue and ensuring proper assignment, responding to queries in a timely manner to ensure the high level of service satisfaction is met.

  确保每天及时准确地提供客户服务，积极处理及分配客户请求，并且及时回应客户咨询，以确保达到高水平的服务满意度。

- Supervising and conducting the following: hardware break fix operations (hardware diagnostics, memory upgrades, etc.), basic network and workstation configuration in a Microsoft AD environment, technology asset procurement, local end user training, manage new hire setup including end user asset deployment (computers, phones, mobiles, etc.).

  监督并执行以下工作：硬件故障排除操作（硬件诊断、内存升级等），在微软活动目录环境中的基本网络和工作站配

置，技术资产采购，本地用户培训，管理新员工入职安装设置（包括用户资产部署，如电脑、电话、手机等）。

- Raising concerns and provides recommendations to the team / Manager based on Service Desk trend analysis and observations through first lines of support.

  根据服务台趋势分析和一线支援人员中的观察结果，向团队或经理提出问题并提供改进建议。

- Proactively creating and updating technical documentation.

  主动创建和更新技术文档。

- Interacting with Group IT on Infrastructure, Security and operational IT issues.

  就基础设施、安全和运营相关的 IT 问题与集团 IT 部门进行沟通。

- Collaborating on specific projects as directed by the IT Manager.

  在经理的指导下参与特定专案项目。

- Adhering to current policies and procedures as defined by the organisation.

  遵守本所规定的现有政策和程序。

- Due to nature of work out of hours cover may be required.

  由于工作性质，可能需要在非工作时间提供支援。

Knowledge, Skills and Experience Required

- Relevant qualifications in the following areas would be ideal: Computer Science, Microsoft, CompTIA, ITIL.

  具备以下领域的相关资格者将优先考虑：计算机科学证书、微软、CompTIA、ITIL。

- Demonstrated ability to manage small technical projects end to end and work independently when required.

  具备独立管理小型技术项目的能力，并在有需要时能够独立完成工作。

- Experience working with Microsoft products (E.g., AD, Office, Teams), Citrix, AdEx, FileSite, Viewpoint, SharePoint, Mitel, antivirus, cost control programs and email filtering systems would be an advantage.

具有使用微软产品（例如：活动目录、Office、Teams）、Citrix、AdEx、FileSite、Viewpoint、SharePoint、Mitel、防病毒软件、成本控制程序和电子邮件过滤系统的经验者优先考虑。

- A solid foundation in network administration and application support is required, with the ability to communicate to a non-technical audience.

  需要具备扎实的网络管理和应用支援基础，并能够与非技术人员进行有效沟通。

- Excellent organisational, written, and oral communication skills are essential together with effective interpersonal skills and a high level of professionalism.

  具备优秀的组织能力，书面和口头沟通能力，同时还需要具备良好的人际交往能力和高度的专业素养。

- Ability to perform several tasks concurrently with the ability to effectively prioritize them in a high-pressure environment.

  能够同时处理多项任务，并在高压环境下有效地对任务进行优先级排序。

- Experience with service desk applications and ITIL methodologies.

  具有服务台应用和 ITIL 方法论的工作经验。

- Previous experience in a law firm setting would be an advantage.

  过往有在律师事务所工作经验者优先考虑。

- Ability to exercise a high degree of confidentiality.

  能够严格遵守保密规定。

- Strong technical documentation skills.

  具备较强的技术文档编写能力。

- The ability to provide out of hours support as required.

  根据需要能够提供非工作时间的支援。

- Minimum 2-4 years' experience in a similar role.

  至少拥有 2 至 4 年的类似岗位工作经验。