

Lynwood Court, Lynwood Village
Rise Road, Ascot, Berkshire SL5 0FG

Telephone 01344 298 100
Helpline 08081 311 333

www.ben.org.uk



IT Support Analyst

Lynwood Village, Sunninghill, Berkshire

A Little Bit About Us...

Ben is an independent charity and dedicated partner to the automotive industry, providing support for life for its people and their family dependents. Ben is focused on delivering care and support to enable total health & wellbeing through working and later life.

Ben provides free and confidential advice and support focused on the four main areas of peoples' health and wellbeing: financial, physical, mental and social, supporting people to manage their health proactively and overcome any challenges they face, at whatever stage of life, empowering them to make lasting, positive change. Everyone who works, or has worked, in the automotive industry can access Ben's tailored, holistic support, for themselves and their family dependents.

Ben also operates flexible, continuing care and support for those in later life, which is not dependent on an automotive industry connection. This includes excellent nursing, residential, dementia and respite care via its care centres in Ascot, Rugby and Norham (Berwick-upon-Tweed) and day centre in Coventry and 'independent living made easy for the over 65s' at its retirement village in Sunninghill, near Ascot, Berkshire.

The Role

We are currently seeking an IT Support Analyst, who is a fast learner, keen and willing to go the extra mile. With a strong work ethic, you will be flexible and enjoy working in a busy environment that is fun, but serious about what it does.

You will be expected to resolve problems, address IT threats, phishing and proofing. Moreover, we will involve you in the Office 365 migration, which means that you will be a natural communicator, able to put user at ease and keeping them well informed all the way through the support process.

To be successful in this role you will need a keen interest in general IT, including Telecoms, Networks, Leased Lines, WiFi, WAN's, LAN's, Clouds, mobiles and apps. You will also be happy to be flexible, have a can-do attitude and be eager to learn new and challenging things – as well as help where required, even if it falls outside of the job description.

In essence, you will be responsible for helping our IT Infrastructure Manager deliver a smooth running, tidy and tight ship with a customer facing focus.

The Person

- Exceptional customer service skills – you need to be approachable and friendly

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- Ability to conduct research into a wide range of computing issues is required.
- Ability to absorb and retain information quickly.
- Ability to present solutions and ideas in user-friendly, business-friendly, and technical language. Proven analytical and problem-solving abilities.
- Experience working in a team-oriented, collaborative environment
- Build rapport with colleagues
- Be a dynamic multi tasker
- Strong time management skills, you should be familiar with working to a deadline and setting your own deadlines to ensure tasks are completed in a timely fashion
- You should be able to prioritise your workload and report where you are with the tasks in hand. You also need to be courageous and be able to tell your line manager if you are struggling
- College diploma/degree (HND/NVQ 3/BTEC 3 or similar) in a computer science or equivalent IT work experience)

Company Benefits & Salary Information

Salary - £18,000-£25,000 (Dependent on experience)

Generous holiday allowance

Contributory Pension Scheme – matched up to 3 %

Free DBS check (subject to eligibility being met)

Excellent training and development

Referral scheme

Childcare vouchers

Free parking

Subsidised Restaurant

Discount on certain car brands

If this describes you, then please contact us at careers@ben.org.uk and enclose your latest CV and covering letter explaining why you are the ideal candidate for this role.

If you are ambitious and motivated and want to make a positive difference to people's lives, get in touch with us