



JOB VACANCY

IT Support Analyst

Castle Water is the leading independent water retailer in the UK, supplying (at September 2018) 570,000 Supply Points across England and Scotland. Castle Water is the leading supplier in London and the Thames Valley, South East England and Portsmouth, and one of the 5 largest suppliers in Scotland.

Castle Water has a track record of providing excellent customer service, and of developing innovative approaches to utility supply. We developed the first affinity partnership in the water sector, pioneered online switching by customers, and were the first company to transfer customers in England. We have more 5* reviews on Trust Pilot than all other water retailers combined. Our values include treating customers fairly and maintain an open-door approach with our regulators.

Our head office is based in Blairgowrie in Northern Perthshire, within easy commuting distance of both Perth and Dundee, and equidistant between Edinburgh, Glasgow and Aberdeen. The area provides excellent opportunities for a range of activities, from golf and fishing to mountain biking and skiing.

We have an exciting opportunity to work as an IT Support Analyst in our growing IT Team which is based in Blairgowrie. Coming from a background such as face to face desk-side support or IT field support, applicants must be able to work flexibly and efficiently whilst having a strong background in various IT systems, hardware, deployments, rollouts and configuration along with a drive and passion to succeed.

Key Responsibilities

- Responsible for providing desktop support to all users on a day to day basis
- Work closely with the Service Desk team lead in on-going projects
- Configuration of Workstations, Laptops and VOIP phones
- Responsible for providing support for desktop environments and associated applications
- Responsible for troubleshooting Windows 7 & 10 and MS Office 2016 issues
- Assist with maintenance and administration of Office 365 and SharePoint
- Responsible for managing and maintaining accurate logs on support requests and IT asset lists
- Participate in out of hours support 24/7/365 (on-call rota)





Key Skills and Experience

- Windows Server 2012 Administration Inc. Active Directory, VM Ware, Group Policy, & DHCP
- Investigating and resolving software anomalies
- Knowledge of the relevant security protocols and network/cyber security
- Microsoft Office 365 Administration
- Troubleshooting Windows Operating Systems (Windows 7 & 10)
- Maintaining and configuring printers
- VPN configuration and management
- Customer engagement skills (both internal and external customers)
- Excellent verbal and written communication
- Keen problem solver with the ability to analyse existing systems for enhancements and support resolutions
- Must be proactive and dependency-aware and able to show commitments and deadlines are self-managed
- Strong relationship management and effective communication with all stakeholders
- Effective communication to all stakeholder levels
- Must have a good understanding of standard infrastructure technology and be willing to take on challenges and projects that will test and develop you as a professional
- Requires an appreciation for things going on around you in what is a professional environment, with the ability to react quickly as needs dictate

How to apply

If you have the drive, experience and skills to support our continued success, send your CV together with a covering letter to careers@castlewater.co.uk. We look forward to hearing from you.

Innovation and knowledge sharing is part of our everyday experience. We invest the training and support you need to succeed and deliver the excellent service our customers expect. We offer an attractive base salary, pension scheme, life cover and 28 days paid holiday.

