

Title:	Support Analyst Level II	
Salary:	Competitive base salary + variable pay + standard company benefits	
Benefits:	25 days annual leave	Life Assurance Scheme
	5 days annual study leave	Income Protection Scheme
	½ day birthday leave	Contributory Pension
	1 day annual charity leave	Private Medical Scheme
	Subsidised Gym Membership	Sports & Social Club

Company Summary

Attenda is a leading specialist in the provision of managed services solutions for operating Internet and enterprise applications. We currently manage business and brand critical applications for some of Europe's leading companies including bmi, Christian Aid, Regus, Princes Foods, St. James's Place and Travelodge. Our services allow our Clients to selectively outsource their IT operations and re-focus on using IT to add strategic value to their business. Through a commitment to operational excellence, we manage, secure and optimise the performance of our Clients applications irrespective of the physical location of the infrastructure.

The company is financially strong and we have earned the industry's leading accreditations ISO9001, ISO27001, ISO20000, is an HP Signature Partner, a Microsoft Gold Certified Partner, and a SAP Adaptive IT Hosting provide and their first global partner outside of Germany to achieve their SAP Cloud accreditation. In addition we are one of only seven companies to have been ranked in the UK's Sunday Times ARM Tech Track 100 for three consecutive years, have won the Best Managed Services Provider for 2008, 2009 and 2010, have been voted VMware's EMEA Hosting Partner of the Year 2008 and 2009, and recently voted VMware's Global Hosting Partner for 2010 and are one of only a handful of IT companies to achieve 2 star accreditation in the 2011 Sunday Times Best Companies Survey.

Role:

We have an incredibly diverse, talented and committed team of people whose focus is squarely on working together to keep critical applications running 24 hours a day, so that our Clients can focus on building success in their own field. Due to our continued success and growth we are looking to recruit an additional person to join our highly skilled Enterprise Client Support team. Reporting to the Team Leader you will be responsible for providing 2nd line support for our clients' server infrastructure and deliver a responsive and effective support service for client issues and requests.

- Provide high level 2nd line technical server support to Attenda Enterprise Clients within defined service levels and call management guidelines.
- Utilise and liaise with third party suppliers and support functions
- Ensuring 1st Line Support teams, clients & partners are updated on current status of issue
- Apprise the Team Lead of emerging issues
- Implementation of changes to customer solutions
- Managing and completing scheduled tasks on time.
- Maintaining effective client communications
- Full adherence to all ITIL Client Support processes
- Ensure that knowledge is retained through documentation of processes and procedures and implementation of server changes
- Updating and maintaining the in house knowledge base software
- Documenting troubleshooting carried out

Person:

- Demonstrable understanding of web site technology and server management
- Demonstrable Microsoft server troubleshooting skills
- Related industry experience in the areas of server based technical support and/ or web infrastructure with in-depth & demonstrable knowledge around 1 or more of the following: Microsoft Windows® Server, Windows Active Directory™, implementing clusters and Windows Load Balancing Services with Windows Server, Internet Information Services (IIS) 5.0, 6.0 & 7, DNS troubleshooting, SQL server administration, .NET products (App Centre/Commerce Server/CMS/.NET Framework desirable), Microsoft patching, VMWare, Hyper-V.
- Technical certifications (MCP, MCSE, HP, CISCO)
- Previous experience working within a support environment; Use of call logging system

- Knowledge/Experience of back up strategies (Symantec / Veritas products desirable)
- Supporting clients Web applications/infrastructures to provide high availability
- Have knowledge of appropriate technologies, configurations, and hardware components that are required for supporting a highly available physical network
- Experience of documenting procedures and knowledge base documents
- Excellent customer service skills with the ability to manage multiple/high call levels
- Ability to document processes and procedures in a clear, concise and logical manner.
- Knowledge of ITIL and its function within IT
- Knowledge of network topology and devices e.g. Firewall, Load balance Content switches
- Understanding of NAS and SAN technology desirable
- Excellent communication skills