

# Napp Pharmaceutical Group

## Job Description

JOB TITLE: JUNIOR ANALYST	SECTION:
DEPARTMENT: IT	COMPANY: NPHL
RESPONSIBLE TO: SUPPORT SERVICES ASSISTANT MANAGER	DATE: 13 <sup>h</sup> August 09

### A. BROAD PURPOSE OF JOB:

To work within the Support Services team of the IT Department supporting the continued operations of the IT facilities and infrastructure at the Cambridge site.

The role has three divisible responsibilities:

1. To assist in the provision of telephone based first line support for IT services related to PC and laptop users in Head Office, the Sales Force and within the European Associate Offices.
2. To work alongside the team to deliver tasks and activities detailed within the Operations Schedule - including account management, updating system passwords, and maintaining the corporate data back-up schedule.
3. To provide second line support to head office and remote users. Managing calls assigned within the HelpDesk software, trouble shooting, resolving, and escalating these as appropriate.

### B. SPECIFIC DUTIES & RESPONSIBILITIES:

All duties and responsibilities will be undertaken following comprehensive on-the-job training. You will be working as part of a team and responsibility will be shared between the team to ensure that tasks are carried out effectively. You will be provided with a technical mentor so that there is always assistance available to you.

1. Provide telephone and desk side support, for both hardware and software, to PC users and their respective departments.
2. Attending support visits to associate offices when required.
3. Attending home visits to field based personnel to ensure they are able to work optimally.
4. Monitor the Help Desk e-mail account and deal with enquiries received.
5. Administer users, groups, permissions and computers within Active Directory.

6. To receive and gather information pertaining to IT and telecommunications requirements for new Company members and leavers. Build and set-up PCs at head office and prepare sales force machines for new starters.
7. The role has shared responsibility for the corporate backup regime to ensure the integrity and security of the ability to re-establish all operational systems from backup media. The effective communication and management of problems in this area is particularly important. Provide a restoration service for files accidentally deleted on file system.
8. Assist in the maintenance of the Software Library.
9. Updating system password on a monthly basis so that security of systems is maintained.
10. Basic telecommunications trouble shooting. Administration of extensions, installation of phones, both desk and wireless.
11. Provide, maintain and assist with use of mobile email devices, both in head office and remotely.
12. Supporting and maintaining the Plasma screens and the AV equipment within the meeting rooms
13. Be familiar with the department's problem management process and relevant Standard Operating Procedures.
14. Assist as a priority in the analysis, investigation and rectification of Problems as required by designated problem managers.
15. Participate as a priority in the recovery and restoration of systems as required by IT incident management teams in the event of serious disruptions to critical services.
16. Undertake housekeeping and maintenance of all operational, procedural and technical documentation.
17. Assist with stock control process ensuring that minimum stock levels are maintained.