Role Profile

ROLE DETAILS			
Name:		Reports To:	Network & Security Engineer (Manolis)
Title:	IT Support Analyst	Direct Reports:	NA
Working Hours:	9-6 (Mon-Fri)	Location:	Limassol, Cyprus

Overall Purpose of Role:

Scope Markets CY are hiring a IT Analyst for its IT Operations and this position will be located in Limassol, Cyprus.

The ideal candidate will be a results-driven and reliable individual who is looking to grow with the business through commitment and high-quality work.

The IT Analyst will provide first and second line technical support to Scope Markets internal staff and must be able to work whilst communicating with the local IT and Security team locally.

The objective of the role is to provide L1 and L2 support to the employees and staff of the local office in Limassol.

Responsibilities:

- **Onboarding**
  - New starter request
  - Process tickets
  - User profiling and setup
  - IT inductions

- **Offboarding**
  - Leaver requests
  - Revoke system access
  - Protection of Scope Market Systems

- **System setup and profile creation**
  - Azure Active Directory
    - Provision access groups
    - Active Directory profile creation
    - Active Directory profile deletion
    - Desktop enrolment
    - OU management
    - GPO management
  - Microsoft Office 365
    - Exchange Email
    - 365 group management
    - SharePoint
    - OneDrive
    - Microsoft Teams
  - Zoom
  - Atlassian
    - Jira
    - Confluence

- LastPass
- Docusign
- Azure Defender
  - Endpoint protection
  - Disc Encryption
  - Ransomware protection
  - Peripheral Control
  - Web Control
  - DLP (data loss prevention)
  - Threat detection and cleanup
- Jira Service Desk
- Windows 10 / 11 support
- Windows Server support
- Linux support
- VPN setup and support
- Voip setup, provisioning and support

- **Operational Support**
  - Local server room
    - Firewalls
    - Switches
    - Wi-Fi
    - CCTV
    - Patch management
    - Racking of servers
    - Changing failed components (HDD, PSU)
    - Power and cooling
  - Desk Setups
  - Floor walking and troubleshooting issues
  - Patching of data around the office
  - Floor walking to ensure local support
  - Printer support
  - Physical telecoms installation
  - Biometric device setup and support
  - Jira Service Desk ticket processing
  - CRM Support
  - VoIP support
  - Asset Management
  - Inventory
  - Production of online documentation
  - Execution of process and procedures
  - Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues
  - Ability to meet deadlines and manage stress effectively in high-pressure situations

Skills and Competencies:

- Willingness to learn on the job through apprenticeship scheme as well as working in a fast-paced environment
- Ability to communicate, convince and challenge.
- Self-motivated
- Proactivity, autonomy, self-starter attitude
- Excellent communication skills with the ability to interact with all levels of the corporate hierarchy.
- Security / cyber security
- Windows Support
- Mac Support

- o Windows Server and Active Directory administration
- o Azure Active Directory
- o VOIP Support

Educational / Experience Requirements:

- Microsoft Windows Environment support experience
- Basic Support of mobile devices (IOS, Android)
- Knowledge of computer hardware
- Basic knowledge of network standards
- Can do attitude with the ability to work in fast paced demanding environment.
- Excellent communication skills with the ability to interact with all levels of the organization.
- BSc/MSc in Information Technology or any other relevant field. (Desirable)

Personal Specification:

NB: The role profile identifies the key responsibilities and competencies required in the role. It is not an exhaustive list of tasks that need to be completed. The company reserves the right to amend the role profile as the role develops with the business.

AUTHORISATION	
Signed – Employee:	
Date:	
Signed – Manager:	
Date:	