

IT Support Executive

London office, Aldgate East

Foresight Factory (FF) is a consumer analytics business and a global leader in consumer trends prediction. With offices in London, New York, Singapore and Stockholm our team shares a passion for the future and has a combination of skills that allow us to boldly predict what's next – and what that means for our clients. Our signature service is Foresight Factory Online – a powerful online platform where we share our exclusive predictive insights that inform fact-based decision-making.

We are currently looking for an **IT Support Executive** to work closely with our IT Director. This role is split between user support, infrastructure design / support and over time will include all aspects of IT management, and front-end & back-end development. It's a hands-on, problem solving support role where every day is a bit different

What your day will look like:

- ▶ Support to 40+ staff with laptops, desktops and various business applications both face to face and remotely to our global offices
- ▶ Training of staff on various IT related systems
- ▶ Ensuring all issues are logged and regular updates given to our IT Director
- ▶ Responsible for the backing up and restoring of company data, and offsite secure data tape storage and rotation
- ▶ Management of printers, consumables, mobiles and internal telephone system
- ▶ Support of development and infrastructure projects
- ▶ Technical assistance at events and conferences (i.e. some A/V & logistics)
- ▶ Accurately documenting all work performed and updating & maintaining existing process documentation

What you'll get to do over time:

- ▶ Take responsibility for all aspects of the IT infrastructure including patching, managing capacity, monitoring performance, upgrades and security

- ▶ IT budget creation and management
- ▶ Manage contracts for hardware and software, and negotiate new.
- ▶ Develop front-end as well as some back-end elements of the company's blog and websites

What you'll need to have:

- ▶ Two years relevant experience in a IT support role or a good technical or numerate degree – either Computer Sciences, Software Engineering, Information Technology.
- ▶ Ability to work independently with a pro-active approach as well as part of a team.
- ▶ Excellent verbal and written communication skills and the ability to interact professionally with a diverse team and at all levels.
- ▶ A flexible, tolerant approach and adaptable to changing priorities.
- ▶ Academic or work experience knowledge of Windows 7 / Windows 10 and Microsoft Office, and ability to debug and fix problems on users' PCs
- ▶ Knowledge of Windows Server 2016 products or a willingness to learn about them in depth
- ▶ Active Directory, Group Policy
- ▶ TCP/IP networking (routing and switching), DNS, DHCP
- ▶ Knowledge of, C++, C#, VB, SQL, Java – would be a nice to have but this is not a developers role
- ▶ And any other relevant development / support certifications would be great

A few of the benefits:

- ▶ Salary between £25,000 - £30,000 depending on skills and experience
- ▶ Participation in company wide bonus scheme
- ▶ 28 days of annual holiday plus all public holidays
- ▶ Fruit, snacks and lots of tea, coffee and cold beverages
- ▶ A relaxed working environment with a casual dress code
- ▶ Team building, social events and random fun nights out!

After you've settled in:

- ▶ Work place pension
- ▶ Season ticket loan
- ▶ Cycle to work scheme
- ▶ Childcare vouchers

How to apply:

Please send your CV and a brief covering letter (no more than 300 words) telling us why you are interested in working with us to careers@foresightfactory.co

Closing date for applications 7 October 2018

