

IT Support Analyst

We have an exciting opportunity for an IT Support Analyst to join us at our HQ in Denham, supporting Group level IT operations onsite as well as at our Showroom based in Chelsea Harbour. As our IT Support Analyst, you will take pride in ensuring customer satisfaction by working in partnership with internal customers as well as third party suppliers to deliver both remote and onsite services in a professional and efficient manner.

Responsibilities

- Taking incoming customer request (in person or via the telephone), ensuring they are logged into the ticketing system as well as providing a response and resolution within SLA
- Assisting with management, administration and support of IT and computer systems whether on premise or cloud
- Assisting with the implementation of policies and procedures associated with our IT provision, for example, Internet access policy and disaster recovery plans
- Helping to ensure joiners and leavers are provisioned or deprovisioned in a timely manner
- Supporting the onboarding experience of new starters (build workstation, mobile phones, desk phones, create accounts etc.), including providing orientation to new users of existing technology as required
- Contributing innovative suggestions on how our business could be improved through deployment and development of its solutions
- Becoming familiar with key hardware and software within the business including networks and phone systems
- Providing individual training assistance and support on request
- Maintaining an accurate inventory and documentation of technology hardware and software
- Monitoring and maintaining technology to ensure target service levels are added to
- Planning and undertaking scheduled maintenance upgrades
- Creating and maintaining knowledge base articles and documentation for colleagues to utilise

Skills & Experience

- 3 years minimum experience working in IT Support
- Experience with MS Azure Cloud systems and frameworks
- Strong knowledge of Windows & Mac OS environments, products and applications
- A team player with good communication skills
- Flexibility and commitment to meeting objectives
- Full UK Driving License

You can apply via LinkedIn or send your CV to jobs@sandersondesigngroup.com

About us

Sanderson Design Group is an international luxury interior furnishings company that designs, manufactures and markets wallpapers and fabrics together with a wide range of ancillary interior products.

In 2020, we brought our portfolio of brands home to Sanderson Design Group, evoking the combined longevity and prodigious creative history of our brands. Sanderson Design Group describes the ebullience of our past endeavours. It sketches the outline of our future. A collective of 7 quintessentially British luxury interior brands and 2 manufacturing brands, at Sanderson Design Group we are Sanderson, Archive, Morris & Co., Zoffany, Harlequin, Clarke & Clarke, Scion, Anstey Wallpaper Company and Standfast & Barracks.

Our purpose is "To bring the Beautiful into People's Homes and Lives". This has defined and shaped our brands since our very earliest days. The oldest brand in our arsenal, from where we derive the namesake of our group, began life in 1860, as an importer of fine French wallpapers to London. Arthur Sanderson & Sons Ltd played a pivotal role in defining English interior decoration tastes and its early success led to displaying designs at London's finest showroom, at Berners Street. Around this time in 1924, Arthur Sanderson & Sons Ltd were awarded The Royal Warrant, becoming "purveyors of wallpaper and paint" to the court of George V.

We recognise that each one of our brands contributes a unique chapter to our story. It is why we represent the full spectrum of British interior design, catering from cutting-edge sleek modern styles, to the hearty warmth of traditional forms. Our decision to rebrand as Sanderson Design Group in 2020 is our way of paying homage to our rich history, as well as marking our path towards a new future. As custodians of over 160 years of design experience, we are proud to Bring the Beautiful into People's Homes and Lives. We are Sanderson Design Group.