**IT Technical Support Analyst**

**Salary: £30,000 - £40,000 depending on experience**

**Full time permanent - 35 hours per week**

*The award-winning Association for Project Management (APM) is the Chartered body for the project profession. APM is a registered educational charity with over 23,000 individual and 600 corporate members making it the largest professional body of its kind in Europe. APM is committed to developing and promoting a professional approach to project management through our broad offering of professional membership, qualifications, publications, resources, research and events. Our vision for the profession is ambitious, challenging and radical. Above all, it reflects what society expects: a world in which all projects succeed.*

Working as a key member of the IT team, the role holder is responsible for leading the development of IT Infrastructure and Application Solutions to meet business needs. This will include supporting the provision of IT and telephony services supporting business as usual activities, and leading IT improvement initiatives such that they are delivered to customers within required timescales and to the quality and availability expected.

This is a specialised highly technical hands-on role to ensure systems and services are available without frequent recourse to outside consultants, thereby ensuring timely resolution of issues.

Typically, the position holder will be qualified and experienced in a range of skills to include the following:

• Active Directory and Microsoft Office 365

• Microsoft Windows Server 2008R2 / 2012R2 / 2016

• Microsoft SQL Server 2012 / 2014 / 2016

• VMware ESXi 5.5 / 6.0

• TCP/IP networking, infrastructure services (e.g. DNS, DHCP)

• Cisco Routers and Firewalls

• Cisco AnyConnect VPN and RSA SecurID

• Cisco Meraki Wireless Networks

• Veritas Backup Exec 15 / 16 / 20

• Alcatel Lucent VOIP telephone systems

• Windows Deployment Services (WDS)

• Windows Server Update Services (WSUS)

• Infrastructure/ Cyber Security

• CRM (Pro8 preferably)

• CMS (Umbraco preferably)

• Business Continuity and Disaster Recovery planning.

*The Association for Project Management (APM) is a membership association, professional body and charity. It was first incorporated in 1972 and obtained its Royal Charter on 1 April 2017. The object of APM is ‘to advance the science, theory and practice of project and programme management for the public benefit’. Detail on APM and its Charter can be found at apm.org.uk*

**If you are interested in this opportunity and feel you have the necessary skills and expertise to work with APM please send your CV to e-mail:** [**recruitment@apm.org.uk**](mailto:recruitment@apm.org.uk) **by 13 July 2018.**

***Main benefits at APM:***

* 25 days holiday (excluding all public holidays). This increases with length of service – by one day after four years’ service, then another day every other year, to a max of 30 days per year).
* Private healthcare and dental cover is available after completion of six-month probationary period. APM pays the premium for the employee. This becomes a 'benefit in kind’.
* Pension scheme offered in line with auto enrolment. APM can contribute up to 7% of your salary depending on your own contribution. APM will contribute a minimum 4% of your salary. The pension scheme is available as a salary sacrifice.
* There is a sick pay scheme which pays up to 30 days (pro-rated for part time employees) full pay for sickness absence in a rolling 12 months period, payable after probationary period.
* Life assurance at four times the salary.
* Salary sacrifice schemes – cycle to work scheme, additional annual leave (up to 10 days), and pension scheme.
* Free parking – this is not guaranteed.
* Employee Assistance Programme
* Performance Related Pay (PRP) scheme. The discretionary bonus will take account of individual performance as well as APM’s overall financial performance