## PRI - IT Systems Support Analyst

Location: London

**Duration: Permanent position** 

Application deadline: September 2013

Start date: asap

Time commitment: full-time (5 days per week)

Remuneration: up to £25k (depending on experience) + benefits

UN- supported PRI (Principles for Responsible Investment) is looking for a full-time, IT Systems Support Analyst that can assist the IT manager with our overall IT support and development requirements.

We are a 60+ person organisation with approximately 1200 signatory organisations (www.unpri.org). You would assisting the IT manager on a day-to-day basis with any IT, web, software and hardware needs. You would need to be able to liaise with external suppliers as well as be sufficiently technical to customise, maintain and get the most out of our various applications and websites.

## Responsibilities:

- Support for SalesForce CRM system. Setting up of new users and user support. This will include developing procedures for staff and training.
- Support for bespoke Signatory CMS (extranet) to manage our 1100 or so signatories' details and online knowledge-base for signatories.
- Support for Huddle (our collaboration system).
- Implementation and on-going support for Office365/SharePoint.
- Support for all data and IT system security systems and protocols (AV, Backups, password protocols, etc.).
- Setup of new staff on various systems (Wiki, Skype, mail lists, etc.)
- Setup and configuration of PC's and laptops, smartphones
- Conversant with mobile apps
- Ad hoc troubleshooting, helpdesk, networks, etc.
- Dealing with suppliers

## Relevant skills:

- Excellent verbal/written English and staff training experience
- Good analytical skills
- Well-versed and flexible on a range of web and database technologies
- Good MS Office skills
- Previous experience of implementing and using Microsoft SharePoint

## Requirements:

- Relevant previous experience in similar position.