**JOB DESCRIPTION**

**JOB TITLE** Technical Systems Analyst

**LOCATION** London

**DEPARTMENT** Information Technology

**REPORTS TO** Head of IT

**Background**

Established in 1977, Longulf specialises in supplying Raw Materials and Machinery to meet the needs

of manufacturing companies. With a global network of suppliers, we provide services for all aspects of

international trading, including marketing, logistics, finance and after sales support. We provide

dependable, responsive and innovative sources for materials and resources that are essential for our

customers’ success. For suppliers, we offer a secure and valuable channel into alternative markets and place goods advantageously with competitive pricing.

**Overview**

Working under the supervision of the Head of IT, the Technical Systems Analyst will perform a variety of IT related tasks. This role will involve enhancing existing software applications to support operational efficiencies, as well as designing and implementing new in-house solutions. The Technical Systems Analyst will also be involved in improving the current security infrastructure in addition to being an integral part of ongoing IT system improvements.

**Key deliverables (Essential duties and responsibilities)**

**IT Projects**

* Assist with the maintenance, execution, and delivery of technical projects in line with business requirements and strategic plans
* Perform technical research as part of IT project implementation
* Work effectively with senior stakeholders and external partners
* Track project progress following ITIL processes and procedures
* Work with development teams to articulate user requirements into designs
* Use software tools to maintain all IT knowledge and projects related documents

**IT Security**

* Monitor attacks, intrusions and unusual, unauthorised, or illegal activity
* Investigate security alerts and provide incident response
* Assist in creation, implementation, and management of security solutions
* Keep up to date with latest cyber security technologies

**Other duties**

* Configure and maintain business system API’s
* Collaborate with 3rd party vendors to diagnose, reproduce, and resolve technical problems
* Setup and configure Desktops, Laptops, Printers, IP Phones, VPN accounts and other network related devices.
* Perform backup and restores procedures on MS SQL databases
* Resolve issues on Microsoft application (O365, Outlook, Excel, Word, and PowerPoint)
* Support users effectively on various in-house applications to maintain BAU
* Log all support calls into in-house ticketing system and ensure resolution in a timely manner

*The duties and responsibilities listed above are representative of the nature and level of work assigned and are not necessarily all inclusive. This job description is subject to review to ensure that it truly reflects the strategic direction requirements of Longulf.*

**Requirements**

* Education: Bachelor's Degree in IT related subject
* Proven experience in an IT related support role
* Good analytical, problem solving and communication skills (verbal and written)
* Excellent organizational skills: to manage a busy, ever- changing list of project and IT tasks
* Good understanding in project methodologies and data analysis
* Good knowledge on LAN/WAN/TCP/IP infrastructure
* Good Knowledge on network firewalls: NAT/VPN/VLANS/DMZ
* Understanding of web application firewalls, sandboxing technologies
* Ability to analyse vulnerabilities in hardware infrastructures
* Ability to perform network troubleshooting
* Keen to improve and expand their knowledge on cyber security
* SQL query writing on MS SQL databases
* Experience in Windows 10 as well as Server 2012 and 2016
* Proficient in Microsoft office products
* Exposure/Knowledge of coding with a desire to advance skills in this area

**Closing date**

10 December 2021.

**How to apply**

Candidates who can demonstrate that they meet specifications set out above and can prove that they

have the right to work in the UK should send application to recruitment@longulf.com or by post to

Human Resources Department Longulf Trading (UK) Ltd. Prince Albert House, 2 Kingsmill Terrace,

London NW8 6BN.

Application should include your CV and a covering letter stating how you meet each requirement. You should also include a statement as to why you believe you are suitable for the role. Due to the need to fill this role swiftly, applications will be reviewed on a rolling basis and we reserve to close this advert before the confirmed closing date when we are in receipt of sufficient application.

**Interview Process**

We will, having reviewed applications on a rolling basis, seek to conduct interviews with candidates via online interviews (Zoom, Teams etc.) as sadly at this stage physical interviews are impossible.

*In order to process job applications, Longulf Trading (UK) collects personal information submitted by applicants. By applying for this role, you are consenting to that processing. All personal information is processed in line with our privacy policy set out at https://www.longulf.com/PrivacyPolicy/*