IT Support Analyst
Based in London

About Smartgames Technologies Ltd and the Zeal Network SE Group:

This position will sit within Smartgames Technologies Ltd, a Shared Services company of the ZEAL Network SE Group. ZEAL is one of the world's leading interactive lottery company. We aim to create a better world of lotteries through innovation, digitalisation and entertainment – Offering consumer facing lottery-based games as well as B2B solutions; ZEAL operates across three locations (London, Madrid, Hamburg). With nearly 300 exceptionally talented people from 24 different nationalities, we are a truly an international and diverse company. Whilst we are a publicly listed company, we still live and breathe the start-up culture and the idea that every ZEAL employee acts and feels like an owner in their daily work.

ZEAL Network SE is a London based company, founded in Germany in 1999 and previously named Tipp24 SE. It's listed on the Frankfurt Stock Exchange and is included in the SDAX index with a market capitalization of 360 million Euros. This year we expect to generate total revenues of 135 to 145 million Euros and earnings (EBIT) of 35 to 45 million Euros.

Responsibilities:

These include but are not limited to:

- As a Corp. IT Support Analyst, you will be tasked with:
  - Being the first point of contact for IT support in the London office, providing desktop support to users on all front-end services via phone, email, ticketing system and face to face.
  - Proactively supporting end user devices and apps:
    - Windows and macOS systems.
    - Mobile devices.
    - Video conferencing equipment.
    - Microsoft Office.
    - Other key line of business applications.
    - Ensuring there is a focus on end user training whenever the opportunity presents itself.
  - Provisioning:
    - System deployments, Windows and Mac.
    - Managing starters and leavers.
    - Desk setups and moves.
    - User access management, Active Directory and Exchange administration.
  - Ensuring there is a high quality of service delivery at all times:
    - Proactively and reactively handling service requests and incidents in a central ticketing system.
    - Qualifying escalations to other teams or individuals.
    - Being organized and clear with all communication and documentation.
    - Working closely together with team members in Germany and Spain.
    - Being flexible and organic in approach, ensuring the users are supported based on expectations that are properly set.
    - Ensure information security policies and procedures are understood and adhered to at all times.
  - Maintaining a strict and concise approach to asset management:
    - Ensure that assets are tracked in accordance to policy.
    - Ensure that the procurement process is followed.

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- o Working on projects when in accordance to business needs:
    - ▪ Working out of hours when required.
    - ▪ Working on other initiatives outside business as usual when required.

Requirements:
- 2 years' experience in an IT support function.
- Ideally educated to degree level.
- Well-founded knowledge of MS products (MS Office, Windows, user management in AD) and good knowledge of desktop hardware.
- Solid understanding of Active Directory and Exchange administration.
- Experience supporting and administering Skype for Business, video conferencing solutions and SCCM.

Useful Additional Skills:
- DHCP / DNS / Group Policy troubleshooting.
- MDM experience.
- System deployment experience.
- Some experience working with LANs and networking concepts.
- Any Microsoft or Apple certification is advantageous.