

**POSITION TITLE: ASSOCIATE SYSTEMS ADMINISTRATOR**

LOCATION: LONDON UK

**About the Opportunity**

In this role, you will provide maintenance of the computer systems environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal CS Service Desk. You will be responsible for administration and internal support of Videology's PCs, printers, servers, and related equipment. Tasks include end user support, license tracking, and performing PC maintenance, upgrades and configurations.

**Job Responsibilities**

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Maintain daily performance of computer systems.
- Install, modify, and repair computer hardware and software.
- Clean up computers.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Install computer peripherals for users.
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.
- Run reports to determine malfunctions that continue to occur.

**Minimum Qualifications**

- High school diploma or equivalent

**Preferred Qualifications**

- Bachelor's Degree in Information Systems, Computer Science or related field
- 2 years of relevant technical experience

**Resume Submission**

Please submit your resume to [careers@videologygroup.com](mailto:careers@videologygroup.com) and denote the position title and location of the job you are applying for in the email subject line.