Job Description – ICT Systems Analyst

Title: ICT Systems Analyst (LAN Manager)
Department: General Motors Information Technology (GMIT)
Location: GM Manufacturing – Ellesmere Port
Brands: Multi Brand

The Department
Within General Motors, the GM Information Technology (GMIT) organisation is responsible for the management of Information Systems, Technology and Infrastructure.

The Role
The main role is to provide a point of contact for the end-user community, ensure that the customers IT needs are fulfilled in accordance with company standards and policies.

Key Responsibilities
- Review/ analyse and raise IT requests using the automated tool ITSRS on behalf of the business.
- Managing small projects and assisting with medium to large projects primarily targeted at the on-going technical refresh within the GM Online infrastructure, with some end customer focused activities. Ensuring project milestones are met and all stakeholders are kept informed as to progress as appropriate.
- End User communication including major changes and scheduled system maintenance.
- Case escalation and case status reporting, providing monthly updates to GMIT management on vendor case management against metrics.
- User account maintenance.
- Ongoing development of current role based on experience and changes to current global service contracts.
- Ensure that the end user community are aware and comply with current corporate IT procedures ensuring updates are communicated.
- Provide first / second level application support for Microsoft Office applications to the end-user community.
- Support for GMID and associated tools.
- Provide limited support for local specific applications and/or also liaise with third party agencies in the support of these applications.
- Work closely with on site IT service provider.

The student will gain customer-facing experience, an understanding of corporate systems, project management skills and gain experience of ITIL processes.

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Required Skills

A self-motivated team player with good interpersonal and customer focus skills to deal with users of all levels. Possession of time management, problem management and solution skills to ensure delivery of fast effective results to systems/technical problems. An in-depth knowledge of contemporary IT solutions and infrastructure. An appreciation of the following development technologies will be useful, Microsoft Access and HTML.

Preferred Area of Study

Business and Information Systems or related IT/ Business Course.