



## Job Vacancy

### IT Analyst

#### About Us

Advanced Ltd have been designing and manufacturing **life-saving products** for 20 years, protecting iconic buildings across the globe and the people within. Our team members are passionate, driven and up for a challenge.

We are a wholly owned subsidiary of Halma plc, a FTSE 100 listed company. Halma is “a market leader in specialist safety, health and environmental technologies” and has a purpose of ‘Growing a safer, cleaner, healthier future for everyone, every day’

#### About the Job

This is a fantastic opportunity to be part of a busy IT team, where you will be key in supporting and delivering projects and change initiatives. This role will also contribute to providing robust, secure, and efficient IT services and support the Company in becoming a data-centric organisation.

#### You will be responsible for:

- Providing second line technical support (and first line support as needed) to our onsite and remote employees; to resolve incidents, fulfil service requests and undertake problem management.
- Supporting Advanced and our staff to use technology to collaborate more effectively and work more productively
- Supporting the initiation and delivery of IT projects and IT workstreams of business projects - including our programme to make best use of Epicor (our ERP system)
- Accelerating our journey to become a data-centric organisation using advanced analytics to improve operational decision making, enhance the customer experience, and provide insights.
- Ensuring Advanced gains maximum value from our investment in the Microsoft technology stack – including Microsoft 365, Power Platform and Azure.
- Maintaining awareness of cyber security threats and ensuring Advanced operates “defence in depth” and complies with Halma policies.

#### About you:

- You’ll have technical experience of Microsoft 365 (including Power Platform), Azure, an awareness of ERP systems and experience using Power BI to create data visualisation
- You’ll have experience delivering excellent customer service and the ability to solve problems in a proactive and constructive manner
- You’ll have experience delivering successful IT projects and be able to work with stakeholders to clearly understand requirements
- You’ll have great written and verbal communication skills, operating with clarity and explaining solutions that supports end user understanding

- You'll have great organisation skills, be able to plan and prioritise effectively and work as part of a small team to get things done

**Job Location & Details:** Based on our Head Office, Balliol Business Park, Newcastle upon Tyne (flexible/hybrid working considered in line with business need). Fulltime, 38 hours per week.