



IMPACT

Digital Business Support Analyst

The small print...

Americas





Digital Business Support Analyst

The small print

Are you looking for an exciting and diverse role in a global organisation?

Impact are offering a fabulous opportunity to work within a busy and dynamic team supporting our global business. The role is wide-ranging with a focus on supporting our internal users across the US and around the world to get the most out of our digital platforms, supporting them with their IT, answering data security questions internally or from our clients, and the ongoing development of our internal information security and data protection practices. As well as this, where necessary, you will support clients to integrate our technology into their learning solutions and support client's end users in making the most of our tools.

All this is in service of helping us deliver world-class learning solutions to our clients. We are looking for a skilled and experienced individual with bags of enthusiasm, a deep curiosity for all things technical, a desire to continuously learn and a proactive attitude to solving problems and mitigating them!

Key responsibilities:

- Work in close partnership with the Global IT team to proactively support and train all users across our global business.
- Monitor the IT help desk and support where needed.
- Work on Data Security requests and questionnaires from clients as part of the sales or implementation process.
- Manage and support the ongoing information security and data protection programmes globally.
- Support and maintain our internal systems and tools.
- IT procurement (globally) of all devices and accessories etc. including set up and maintenance.
- Support the collection, use and analysis of data from our internal tools, as well as from programmes with clients.
- Act as a technical consultant working directly with our clients, advising on the introduction and integration of our bespoke tools in client organisations.
- Act as a technical support advisor to our client service teams who are working directly with our clients.
- Monitor the help desks for our bespoke tools in use with clients.

Key requirements:

- Excellent customer service skills – this is a client-facing (internal and external) role, you'll need to champion the IT function.
- Good troubleshooting and investigation skills.
- Hungry to learn and develop and curious in everything you do.
- A team player – relationships are at the heart of how we work globally.
- An understanding of information security and data protection principles.
- Experience with Microsoft Office 365 products, and knowledge of a variety of other platforms
- Disciplined approach to getting work done – we need to get through lots of stuff quickly.
- You'll have done at least some of this kind of thing before – you'll be able to hit the ground running and build on previous experience.
- Most of our hardware is Apple so experience in working with Mac OS and other Apple products is highly desirable.
- Confidence when presenting to and communicating with clients.

The small print

Here's some stuff we're brilliant at:

- The money part – salary is negotiable and competitive (depending on experience)
- 401K planning available. More details shared during an interview.
- Wellbeing –25 vacation days, flexible work environment
- Health care coverage for employees is fully covered, family plans available with contribution.
- Profit share, bonus scheme.
- We're a Great Place to Work® – it's official!
- Inspiring and developing – we have a tailored induction process and lots of opportunities (internally as part of the Impact Academy or externally) to learn, develop and progress in your career.
- Celebrating successes – no matter how great or small.
- Caring for each other – we always have each other's backs.
- Finding opportunities to support our local communities around the world.
- Adventure and fun – where else would you celebrate the biggest mistake of the year with a trophy and an awards ceremony?!

Would you like to join our team?

We'd love to hear from you if you like the sound of us
and you think we'll like the sound of you!

Apply via our website

