

# IT – Support Analyst

# Birmingham

Ref: XC0002

Salary: circa£30K per annum

CrossCountry is looking for a technically skilled, customer-focused, enthusiastic individual to join the IT team. You will be part of the XC Service Desk team that looks after all the key IT systems at CrossCountry and ensure system performance does not affect the business. The job is challenging and though based in Birmingham, you will be expected to travel to other sites across the UK and be part of an on call rota to provide support for a complex portfolio of applications on a 24x7 basis.

You will be required to develop and maintain a quality professional relationship with our internal customers by displaying a detailed understanding of the IT environment and business issues.

Technical skills required include having an in-depth knowledge of specialised Rail Industry systems, Microsoft server and desktop applications. Microsoft Certified Systems Engineer status and ITIL Foundation are desirable.

To apply, please download the Clerical and Management application form and post back to CrossCountry Recruitment, 5<sup>th</sup> Floor, Cannon House, 18 Priory Queensway, Birmingham B4 6BS.

***Closing date for completed applications is Wednesday 20 January 2010***

Arriva is committed to Diversity. If you're good, you're welcome.