1st/2nd LINE SUPPORT ENGINEER

Job Title:	1st/2nd LINE SUPPORT ENGINEER
Department:	IT Support Services
Reporting to:	IT Support Services Manager
Responsible for (staff):	None
Location:	Upminster, Essex – with the ability to travel nationally
General Purpose of Role:	The IT Support Team are the central point of contact for all IT related incidents and service requests. The role of the IT Support Engineer is to provide first, and second line support for all staff, both remote, and office-based. The IT Support Engineer has routine and reactive responsibilities relating to the administration of the network, as well as for meeting customer satisfaction and continuous service delivery demands.

ACCOUNTABILITIES

IT support staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, phone, and in person (for walk-in customers). Improving the user experience is at the core of the of the IT Support Engineer role and as a result the tasks and projects involved can be varied, providing some great opportunities to learn and develop. The main duties of the role are:

- Monitor and respond to incoming IT support requests from users via the support request ticketing system
- Ensure any support requests not received via the ticketing system are properly logged on the system
- Provide desktop and server support
- Diagnose technical faults and identify, fit and test appropriate resolution
- Plan, perform and test upgrades of system software, user software and device firmware
- Configure, administer and troubleshoot problems with mobile phones, tablets, and other mobile devices
- Troubleshoot and resolve printing problems
- Managing security updates and anti-virus across the desktop estate
- Maintain a first class level of customer service ensuring that all customers are treated efficiently and courteously

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- Support new colleagues with system and process queries
- Provide support for the Mitel VOIP phone system
- Actively support remote offices, sites and depots with routine and reactive visits
- Actively develop and maintain documentation of all IT systems and process
- Operate, test and maintain scheduled server backup processes
- Perform data recovery when required
- Creating purchase requisitions for IT hardware/software
- Act as a highly motivated team player with the skills and ability to manage changing priorities
- Exhibit a flexible approach to working and provide necessary cover where needed
- Attend training as agreed for appropriate development and to keep up to date with internal systems and processes
- Work within all relevant legislation, policies and procedures
- Participate in the annual performance development review process
- Manage work load
- Communicate identified risks effectively
- Support the Senior Management Team in the identification of areas for improvement
- Assist with the preparation of performance reports as required
- Undertake other duties not specifically stated here which from time to time may be necessary without altering the nature or level of responsibility of the post

KNOWLEDGE AND SKILLS

Specific Qualifications:

Experience
- Exposure to Microsoft Azure
- Microsoft Sharepoint
- Microsoft SQL server
- Broad understanding of IP networks
- Mobile device management
- A minimum of 3 years' experience working within an IT support position
- Experience in 1st line support
- Experience of working with Voice Over IP phone systems
- Experience of field working - i.e. overnight stays; visiting remote sites

JOB

DESCRIPTION

Knowledge

- Experience of using industry standard Helpdesk ticketing systems
- Experience of using remote assistance software (i.e. TeamViewer)
- Experience of supporting the following systems and services from real-world deployments:
  - Microsoft Windows desktop operating systems
  - Microsoft Windows Server operating systems
  - Microsoft Active Directory
  - Microsoft Exchange Server
  - Office 365
  - File and Print Services
  - VOIP Telephony (Mitel, Avaya)
  - Mobile technology (Android mobile phones and tablets)
  - Wireless networks
- Experience of antivirus, end point protection, malware and anti-spam tools

Skills Competence

- Excellent analytical and problem solving skills
- Keen attention to detail
- Team Player but capable of working on own initiative
- Adept at prioritising multiple tasks and accountabilities, often to tight deadlines
- Ability to communicate highly complex and innovative ideas in business-friendly and user-friendly language both verbally and in writing
- Ability effectively to research, compare, test and critically evaluate new and existing technologies for business use

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

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Do it **WITH PASSION**:
- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

The post holder must be able to work flexibly, as determined by business requirements, including weekend working on a rota basis or other arrangement. The role will involve the post holder to be on an on-call rota and provide out of hours cover as required. The post holder will need to hold a full, clean driving licence, and have access to their own transport.