

**IT Support Engineer (3<sup>rd</sup> Line)**

<b>Job Title:</b>	Senior IT Support Engineer
<b>Department:</b>	Information Technology
<b>Reporting to:</b>	IT Support Manager
<b>Responsible for (staff):</b>	N/a
<b>Location:</b>	Upminster and Redditch
<b>General Purpose of Role:</b>	Provide BAU IT support to all areas of the business, assist with managing and supporting the server estate and network (WAN/LAN and remote access) and IP telephony platforms, including end user issues. Assist with ticket management and technical escalations, meeting SLA's and delivery of excellent service standards

**ACCOUNTABILITIES**

- Monitor and respond to incoming IT support requests from users via the support request ticketing system or from technical escalations within the IT team
- Take ownership of issues by carrying out problem analysis and implementing temporary or permanent fixes with the aim of restoring normal service as soon as possible, escalating incidents to technical support teams of service providers and suppliers and following up where necessary and communicating incident progress updates to the business and/or affected user(s) till final resolution
- Diagnose hardware faults and identify, fit and test appropriate replacement equipment
- 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
- Maintain a first class level of customer service ensuring that all customers are treated efficiently and courteously
- Provide support for the Avaya/Mitel VOIP phone systems
- Actively support remote offices, sites and depots with routine and reactive visits
- Accurately record, update and document requests using the IT service desk system
- Actively develop and maintain documentation of all IT systems and process
- Operate, test and maintain scheduled server backup processes, including performing data recovery
- 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 the relevant legislation, policies and procedures
- Responsible for tracking action items and referrals through to resolution
- Support the Senior Management Team in the identification of areas for improvement
- Assist with the preparation of performance reports as required

**KNOWLEDGE AND SKILLS**

## Specific Qualifications:

- MS Windows Server 2008/2008 R2/2012 R2/2016
- MS Exchange 2007 through to 2016/o365

- Knowledge of IP networks/devices (WAN & LAN)
- Subnetting/IP addressing/Protocols
- Network devices (Switches, routers, firewalls, WAP etc)
- Installation, configuration and troubleshooting
- Network Security
- Virtualisation Technologies (Hyper-V, VMWare)
- Cloud Technologies (MS Azure, AWS)
- Mobile OS platforms (Android/Windows)

## Experience

- Experience working at 3<sup>rd</sup> Line Level within an IT support position
- Experience in Network Support (Hardware and Logical)
- Server Support (Installation, Troubleshooting, repair, rebuild)
- End user/customer support experience.
- Experience of working with Voice Over IP phone systems
- Experience of field working - i.e. overnight stays; visiting remote sites

## Skills Competence

- 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
- Keen attention to detail and deadline driven
- Team Player but capable of working on own initiative.
- Adept at prioritising multiple tasks and accountabilities, often to tight deadlines
- Excellent analytical and problem solving skills
- Good customer service skills

## 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

### 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.