

JOB DESCRIPTION

JOB TITLE:	2 nd Line IT Service Desk Site Engineer
RESPONSIBLE TO:	School Bursar
ACCOUNTABLE TO:	IT Service Desk Manager
LINKS TO:	IT Service Desk, Infrastructure Team, Security Operations Team, Applications Team & Projects Team

JOB PURPOSE:

Provide 2nd line support services as part of a wider team of experienced engineers to assist with the company's progression. The post holder would be responsible for assisting, fixing and maintaining general service requests, incidents and problems and primarily based at Hydesville Tower School, escalating where necessary and assisting the wider IT Team with investigations and rollouts of new technology.

KEY ACCOUNTABILITIES:

- Troubleshoot and resolve incidents, major incidents, problems and service requests, providing regular updates to the end user.
- To be the first point of escalation for the 1st and 2nd line support engineers.
- Acting as the first point of contact for specific sites and managing site relationships.
- Work closely with the IT Service Desk Manager, to define and improve processes and Service Improvement Plans.
- Own, monitor and resolve incidents and requests in a timely manner, escalating where necessary to the IT Service Desk Manager.
- Liaise with 3rd Line and the Infrastructure team on infrastructure problems defining and agreeing remediation and/or improvement plans.
- Liaise with the Software and Applications team on application problems, contributing to remediation and/or improvement plans.
- Conduct root cause analysis of major incidents and problem records, contributing to the implementation of remedies and preventative measures.
- Manage and remediate Cyber and Infrastructure P1 incidents.
- Configure and maintain user permissions on Sharepoint or file servers.
- Contribute to building the knowledge base, sharing knowledge across the service desk and wider IT team.
- Install applications.
- Administer and manage user accounts and permissions (Active Directory/Office 365/Azure AD/Google Workspace/Google Classroom).
- Provide support for printers, both hardware and software.
- Configure devices such as laptops, mobile phones, and tablets.

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- Manage mobile device configurations in Jamf or InTune.
- Support Web filtering.
- Support connectivity and hardware over multiple sites, both on site and remotely.
- Support server environments.
- Support of cloud telephone systems and ensure a smooth operation.
- Support networking equipment such as routers and switches (Cisco Meraki & Unifi).

In addition;

- Attend meetings and team events as required.
- Participate in an annual performance review program.
- Work in accordance with all company policies and procedures, especially those relating to Child Protection and Safeguarding, maintaining strict confidentiality appropriate to the role.
- Be familiar with Health and Safety issues related to IT equipment use and report any concerns to the Line Manager.
- Observe the company's Health and Safety policies relating to the working environment and building security, reporting any issues promptly.
- Adhere to Data Protection regulations, maintaining strict confidentiality.
- Promote and practice equal opportunities, working positively towards anti-discriminatory and anti-racist practices.
- Demonstrate a willingness to learn and develop personal skills through ongoing training provided by the company or externally, subject to company approval and agreement with the Line Manager.

REQUIREMENTS

Technical skills:

- Experience with server environments (Windows) (essential)
- Knowledge of user account management and permissions (Active Directory/Microsoft 365/Azure/Google Workspace) (essential)
- Experience with cloud-based solutions (Microsoft 365/Google) (essential)
- Understanding of network technologies (Cisco Meraki, Smoothwall, LAN/WAN) (essential)
- Understanding of Jamf and/or Microsoft Intune (essential)
- Ability to troubleshoot application issues and perform scripting (essential)
- Knowledge of IT security and compliance (essential)

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- Experience in troubleshooting and supporting hardware and software for various devices (essential)
- Understanding of virtualization (preferred)
- Experience with VOIP/Telephony solutions (Uboss) (preferred)
- Knowledge of network management tools (preferred)
- Understanding of network technologies (Cisco Meraki, Smoothwall, LAN/WAN) (preferred)

Experience and Skills:

- 3 to 5 years' experience in 2nd/3rd line support role within a technical support desk or MSP (essential)
- Holds or is working towards a professional qualification in IT or a related degree (preferred)
- Strong knowledge of desktop and server platforms (essential)
- Proven experience operating in an ITIL framework (essential)
- Strong understanding of IT infrastructure and technical diagnostic skills (essential)
- Strong customer service skills (essential)
- Proven experience in knowledge sharing and creating knowledge base articles (essential)
- Broad technical knowledge of PCs/peripherals and their architecture (essential)
- Strong working knowledge of current software packages and operating systems (essential)
- Experience with service desk products (essential)
- Ability to manage site relationships and act as a first point of contact
- Attention to detail, ability to follow processes, and take ownership of tasks or issues
- Excellent communication, organisational and interpersonal skills
- Ability to learn, prioritize workload, and meet tight deadlines
- Ability to work on own initiative, tackle tasks proactively, address and resolve problems methodically
- Ability to diagnose faults in the hardware/software/operating systems
- Contributes to and supports team collaboration
- Ability to work well with challenging customers and under pressure

The post holder will be expected to travel to schools and office locations in the UK when required.

The post holder will be expected to do training and keep professional qualifications up to date and relevant to the post.

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Job Holder' signature

Name: _____

Signed: _____

Date: _____

Signed on behalf of the Outcomes First Group

Name: : _____

Title: _____

Signed: _____

Date: _____