

JOB DESCRIPTION

Job Title: Technical Support Engineer
Division: The ICT Service
Directorate: Learning
Reports To: Technical Support Manager
Grade/Salary: SO2
Hours: 37 hours a week – Full time
Location: Speke House, St Ives

Job Purpose	
<p>To provide a comprehensive ICT support service to customers who subscribe to The ICT Service annual support subscriptions covering the base subscription packages, File Server support, Central Hosting, MDM, Cloud Backup amongst others. The need to provide excellent customer service is essential to this role, predominantly support is provided remotely so its key to demonstrate value for money.</p>	
Principal Accountabilities	
1.	<p>React to customer problems, incidents and requests; Research, analyse and identify solutions and resolve customer tickets via the telephone, remote diagnostic software, alert systems or where required, a site visits. Complete all support tickets in accordance with The ICT Service standards and current industry standards. Take ownership of all tickets through to completion or escalation. Ensure all works undertaken are completed within a customer's support agreement. Where work is not covered in an agreement follow process to ensure suitable charges are applied. Ask customers targeted questions to quickly understand the root of problems.</p>
2.	<p>Carry out the proactive management, maintenance and support of the offered annual subscriptions to customers. These include but are not limited to:</p> <ul style="list-style-type: none"> • Base Subscription Packages • File Server Support • Switch Management • Mobile Device Management • Full Managed Service • Act as 1st and 2nd line support under the wide area network contract. <p>Other technical services provided by the Operations team within The ICT Service</p>
3.	<p>Ensure all tickets are correctly logged in The ICT Service CRM system. Support customers by logging necessary opportunities for new equipment and solutions. Track all work in The ICT Service CRM system resolution, within agreed time limits and SLAs. Properly escalate unresolved issues to appropriate internal teams.</p>
4.	<p>Within the Technical Support Team, act as the service desk for internal staff and user of the systems used to support our service.</p>
5.	<p>Perform the evaluation and testing of software and hardware to ensure that upgrades and new releases of have been assessed prior to implementation into customers' ICT environments. Work with the Systems Development team to ensure a smooth transition of installations, services and solutions from implementation to support.</p>
6.	<p>Plan, schedule and monitor own workload, liaising with staff and customers to ensure that priorities are met and disruption to ICT systems is minimised.</p>
7.	<p>Document technical knowledge in the form of notes and manuals. Contribute to the internal knowledgebase to share amongst the team. Keep site specific details accurate in the form of configuration items.</p>
8.	<p>Work with 3rd parties to resolve problems, incidents and requests that fall outside our support. Maintain regular communications and timely updates to clients.</p>
9.	<p>To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.</p>

PERSON SPECIFICATION

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The following criteria are appropriate for this post. You must meet the essential criteria to be shortlisted for the post, and it would be advantageous if you meet the desirable criteria.

Education, Qualification & Training

Qualifications Required	Subject	Essential/Desirable
MCITP	Enterprise Desktop Support Technician	Essential
Key Skill Level 3: 2 'A' levels (4 AS Levels), ONC, OND, BTEC, NVQ level 3 or equivalent	In relevant ICT discipline.	Essential
NVQ Level 2 or equivalent	In relevant ICT discipline	Essential
OR Relevant proven experience	In the field of ICT Support	Essential
MCITP	Enterprise Administrator on currently supported Microsoft Server Operating Systems	Desirable
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent; including professional qualification	In relevant ICT discipline	Desirable

Skills, Experience & Knowledge

Knowledge		Essential/Desirable
	Knowledge of systems including data security, protecting data through backup, configuring and using antivirus technologies; Windows desktop firewall.	Essential
	Knowledge of MDM, Web filtering, monitoring platforms, system Centre, email systems.	Essential
	In-depth understanding of computer hardware and software and be able to analyse and fix problems; understanding where issues may need to be escalated.	Essential
	In-depth knowledge of the tools available to carry out diagnosis of networking problems and complete the installations.	Essential
	In-depth understanding of various data encryption packages including the configuration, installation and ongoing support. Good awareness of the tools available within encryption software for rescuing data.	Essential
Skills		
	Able to understand computer networking technologies and diagnose and resolve common problems such as network loops.	Essential
	Able to configure server operating systems for example for printers, creating and administering users, DNS DHCP and other server-based roles	Essential

	Able to install and support software in an automated enterprise environment i.e. delivering software through Microsoft Active Directory.	Essential
	Must be able to relate to customers at all levels and explain complex technical issues in plain language via email or over the phone	Essential
	Ability to read relevant logs to identify problem areas and rectify or escalate to staff equipped to deal with these problems.	Essential
	Able to configure and support computer "Group policies" technologies to control the desktop environment for security purposes and to reduce on-going support costs.	Essential
	Excellent verbal and written communication skills.	Essential
Experience		
	Experience of supporting VoIP systems, WSUS, door entry systems, CCTV, remote access systems.	Essential
	Dealing with a large volume of support tickets over a large number of sites keeping customer informed and providing excellent customer service.	Essential
	Prioritising own workload to meet customer needs and maintain SLA.	Essential
	Previous experience and knowledge of installing, configuring and supporting systems such as Capita SIMS	Desirable
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	

Special Requirements

- Ability to travel – mainly covering East Anglia however there may be occasions further afield.
- Subject to Enhanced DBS Clearance
- A flexible attitude to working service hours i.e. prepared to work outside normal working hours to cover the occasional special requirements from customers. (Mon to Fri 0800 to 1800) and sometimes weekend/evening cover. There is a schedule of maintenance and on call rotas that need to be covered.
- Physically fit, as the post holder will have to lift/move ICT related equipment.