

**JOB TITLE:** Service Desk Engineer  
**REPORTING TO:** Service Desk Team Leader  
**FOCUS OF THE ROLE:** A pivotal member of the Service Desk team focussed on delivering friendly, expert and professional service to our clients. Responsible as the lead escalation point providing support to our Service Desk with occasional customer site visits. You will create great experiences for clients, while building and maintaining long-lasting relationships built on trust. You will manage expectations; problem solve and deliver the most important KPI; happy clients!

**DATE:** 12 January 2022

**POSTHOLDER:** Vacant

### Primary Function

- Achieve 100% KPI
  - Respond to all new assigned tickets within 30 minutes
  - Provide response to all open tickets every 24 hours
- Provide responsive support to all customer enquiries and incidents
- Take ownership of incidents and ensure customer comms is clear and consistent through the ticket lifecycle
- Manage your own ticket queue, providing a positive support experience for customers
- Carry out daily checks to backups and client infrastructure alerts

### Secondary Function

- To produce and maintain full client documentation, ensuring all changes and amendments are accurately recorded
- Provide on-site support to customers when necessary

### Technical Skills:

- Windows Server 2012r2, 2016, 2019
  - Active Directory & Group Policy
  - Hyper-V
- Networking
  - Managed Switches (Aruba, Unifi)
  - Firewalls (SonicWall, Unifi, Draytek)
  - TCP/IP, DHCP, DNS, VLAN/Routing
  - PRTG Network Monitoring
- Cloud Hosting Technologies (Azure/AWS)
- NAS Storage (QNAP, Synology)
- Office 365/SharePoint
  - Migrations
  - Automation & Integration
  - Day to Day Management
- Network Security
  - SSL
  - Antivirus
  - Email Gateway Security

- Backups & Disaster Recovery.
  - Veeam
  - MSP360
- Knowledge of VOIP
- Hands on knowledge of the procedures used in the installation, modification, maintenance and repair of IT hardware and software
- Produce and maintain detailed documentation of customer networks
- Broad knowledge & experience of “day to day” IT Support Issues and the aptitude to use past experiences to support Service Desk with any range of issues.

**Personal requirements:**

- A clear focus on high quality work, with the interests of the customer at the centre of all you do.
- Proven experience of end-to-end delivery of Projects & Technical Solutions.
- Excellent communication skills for dealing with diverse range of customers
- Keen for new experience and to grow skill sets; a genuine passion for IT
- Strong time management skills; demonstratable both in the delivery of projects and in managing your own workload
- Polite, mature, credible, and comfortable in with working in a demanding environment
- Resilience and resourcefulness to work efficiently and effectively when under pressure and to tight deadlines
- Have a desire to be part of an overall team and achieve team goals
- Commercially astute, understanding the need to balance service levels with necessary re-charges
- Strong problem-solving skills
- Ability to work under own initiative
- Flexible, calm and approachable, 'can do' attitude
- Full driving licence with own vehicle