

JOB TITLE: 3rd Line 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 for providing an escalation point to support 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

- Leading by example, fulfilling 1st-3rd line duties on the desk and managing own ticket queue, to resolution, meeting KPIs
- Take ownership of customer issues; undertake triage assessment and proactively resolve technical problems
- Determine, manage, and monitor service level achievement, taking action where service levels fail or are at risk of failing
- Provide expert 3rd line support to our Service Desk team by dealing with escalated incidents
- Have a clear understanding/appreciation of SLA's and utilising those for better ticket/time management, contribute to the improvement of service levels and performance
- Be a mentor to the Service Desk engineers and help develop their technical and customer service skills

Secondary Function

- Remote management of Rabb-IT Infrastructure & Managed Customer Backups, maximising up-time
- Provide onsite, field based work when necessary, to assist in projects and routine customer issues
- Support the Service Desk in developing their skills to improve overall company performance
- To produce and maintain full client documentation, ensuring all changes and amendments are accurately recorded
- Support the Technical Projects Lead in any other duties to assist the smooth day-to-day running of the business
- Identify and propose Service Desk improvements

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