

Job Description

3rd level IT Support Engineer

Overview

Job Title: IT Support Engineer
Location: Home, hybrid or office based
Staff Responsibilities: No direct staff responsibilities
Hours of work: 37.5 hours per week; with core hours from 08.30 to 17:30 Monday to Friday
Salary: Dependent on experience

Summary of position: To provide technical expertise, advice and innovation in the development, implementation and support for Integrated Skills' IT systems and software

What you can expect working in our IT Support team

The focus for the post holder is on the administration and troubleshooting of IT systems and end user support. The post holder will work closely with the IT systems and development teams to ensure the highest degree of functionality and reliability of all internal and client facing systems.

The role demands continuous development of the IT systems to provide all users with the necessary access to systems either on site or mobile.

The job holder does not have any line management or budgetary responsibility. Working in the IT systems team, the post holder will be expected to work with and supervise 3rd party contractors and suppliers and to liaise with other internal departments in matters of IT operations and security.

The standard working pattern is Monday to Friday but given the nature of the post and the necessity for out of hours maintenance and user support, the post holder will be expected to work evenings and weekends as required.

The successful candidate will provide an outstanding service to internal and external clients. As a successful candidate, you will have a great opportunity to work within a fast growing employee owned trust specialising in software solutions for the following core market sectors:

- Public sector
 - Environmental services
 - Waste/recycling collection, street cleansing and winter maintenance
 - Roadworks coordination
- Utilities
 - Meter reading, installation and servicing
- Parcel and postal services
- Newspaper distribution
- Private Sector SMEs

Discretionary tax-free bonus up to £3,600 as a member of an Employee Owned Trust (after 12 months continuous service qualification period).

Primary responsibilities

User Support

- Point of contact for first, second and third line support
- Logging and troubleshooting of IT related issues
- Taking ownership of user related issues and ensuring efficient communication with users
- Resolving user related issues in a timely manner
- Working closely with colleagues and end users to ensure technical compatibility and user satisfaction
- Running training sessions and workshops

Systems Support

- Researching emerging technologies
- Conducting regular reviews of systems and generating reports on efficiencies
- Identifying areas where improvements can be made as well as identifying options for potential solutions and assessing them for both technical and business suitability
- Mitigating risks by planning and executing systems maintenance and upgrades
- Continuously improving knowledge and understanding of the products and services required to support all clients and users
- Creating, managing and maintaining staff and client user accounts
- Sourcing replacement hardware
- Installing, configuring and maintaining hardware and software systems
- Maintaining records of software licences and contracts
- Working alongside the systems team to structure and prioritise business requirements and communicating plans with stakeholders for review and approval
- Preparing cost benefit analysis for system upgrades
- Maintaining Azure and onsite Active Directory
- Liaising with software development teams to maintain customer facing software
- Maintaining an accurate and up to date asset database
- Creating technical documentation for the organisation
- Liaising with 3rd party suppliers to ensure the smooth delivery of IT services to the business

Personal Specification

Essential

- Managing Office 365 and Azure environments
- Migrating users and systems to a cloud based platform
- Educated and qualified in IT / computing or related subject
- Microsoft Windows server administration
- Powershell scripting
- Managing and administering virtual environments including onsite VMWare and cloud based virtualisation platforms
- Antivirus management systems
- Active Directory
- Backup infrastructure
- Network infrastructure
- Network storage systems
- Vulnerability management
- Patch management
- Full UK driving license
- Web server management

Desirable

- Intune end user deployment
- Mobile device management
- Project management skills
- Commercially aware
- Knowledge of routing software products
- Database management (MS Access, MS SQL Server)
- Dell server hardware
- Linux server administration

Competencies

Experience

- Must have at least 3 years in a 3rd line support role with extensive prior experience
- Evidence of technical expertise

Key Attributes

- Well organised, problem solving approach with an eye for detail
- A proven aptitude and willingness to learn
- Own and drive the analysis of problems with proven technical expertise
- The ability to prioritise tasks and projects and work under pressure to meet deadlines
- Good written and verbal communication skills
- Can build effective working relationships with colleagues and clients

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