

Job Description for IT Support Engineer (2nd Line)

Job Title	IT Support Engineer (2nd Line)
Reports to	IT Service Desk Manager
General scope of post	<p>The 2nd Line IT Support Engineer is part of a team responsible for resolving all calls in the 1st and 2nd line queues and escalating incidents and requests, based upon priority, complexity and impact to 3rd line, 3rd party suppliers and IT Management. Ensuring that positive customer experience and customer satisfaction are considered in all interactions you will take ownership of tickets assigned to you and ensure that, as a team, the quality of the information taken, provided and used to support IT operations is clear, useful and documented.</p> <p>Directed and scheduled by the IT Service Desk Manager you will occasionally work from OSJCT care homes to fault find issues with telephony, networking and desktop computing. Acting as a positive ambassador for IT you will look to empower staff in the use of their technology and report site and IT service intelligence back into the IT department with the motivation to improve the experiences of both.</p> <p>Directed and scheduled by the IT Service Desk Manager you will intermittently act as a project resource, you will ensure that you demonstrate ownership, clear communications and expertise and are able to balance reactive operation needs against proactive delivery of controlled change.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Support Users (80%) <ol style="list-style-type: none"> 1. By providing support to all users over the phone, face-to-face, by email and via remote software and the IT Service Desk web portal. 2. By providing a single point of contact for non-IT staff and logging all calls received ensuring high standards and quality in terms of user experience and information gathered. 3. Carrying out service requests in line with relevant policies and processes. 4. Carrying out first fix, diagnosing and resolving technical issues. 5. By triaging and escalating more complex issues to third line support colleagues in compliance with relevant internal IT Policy and with sufficient clarity and detail to support the third line colleague in understanding and addressing the issue. 6. Handle third line support calls as directed by the IT Service Desk Manager when time permits and the job holder has the relevant skills. 7. By the installation, configuration and maintenance of desktop and laptop hardware and software in line with agreed and documented processes. 8. You will adhere to the OSJCT IT's process and policy for new starters, leavers and movers. 9. In all interactions with all stakeholders you will demonstrate a customer-centric understanding of the need to place Trust Operations at the heart of the service IT provide. You will seek better understandings of the challenges the Trust faces and encourage and challenge others to do the same. 10. Adhering to Asset Management processes you will ensure that all new assets are

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received, built and distributed according to these standards along with maintaining and creating user profiles, recycling of 'live' assets and the correct disposal of redundant assets.

11. Keeping support knowledge updated and creating new documentation where required you will actively maintain and improve your own knowledge of both the technology used and the Trusts operational activities through appraisal, knowledge sharing, team initiatives and personal development.
12. Using clear, user friendly language you will provide communications to the Trust on incidents and planned work using IT team communication templates.
13. To the ticket originator you will communicate the reasons of a ticket being placed on hold and seek clarification that a tickets full resolution has been achieved before closing the ticket. Whenever communicating with a user about a tickets resolution you will look to identify anything else that is causing them operational issues and triage and co-ordinate these requests in line with IT service standards and process.
14. You will escalate requests and incidents based upon priority, impact and complexity to internal and external resources ensuring ownership throughout the lifecycle of the request or incident unless agreed otherwise.

- **Continual Service Improvement (10%)**

1. To support the principles of best practice service management by adopting existing policies and procedures and providing support for the work to develop new and improved ones.
2. Reviewing, amending and creating technical and employee facing knowledge base articles and procedures.
3. Reviewing, amending and creating call scripts and service intelligence documentation which increases the effectiveness of the IT team and the experience of the employee.
4. Ensuring all logs, asset and software licence registers are maintained with accurate, quality data.
5. Through innovation and exploitation of resources you will actively seek to improve the remote support capabilities of the IT team and reduce the need to attend site to only occasions where no other option is available.
6. You will actively seek to exploit all resources in the homes and offices to improve the experience of the users and IT's capability of supporting them.
7. Through monthly 121 sessions you will review performance against ticket closure expectations and be able to demonstrate self-awareness and ability in measuring your own and team performance. Yearly development objectives will be reviewed within monthly 121's where you will be expected to monitor, deliver and provide updates on progress.
8. Actively taking part in team and personal improvement initiatives you will demonstrate an awareness and ability in reducing the total number of tickets coming into the IT Service Desk.

- **Site Visits (10%)**

1. Directed by the ITSDM you will have occasional opportunity to work from OSJCT Care Homes to deliver IT equipment, fault find and gather IT service intelligence on how the IT services are received within the care home environments.

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	<ul style="list-style-type: none"> To undertake any other tasks compatible with the role as directed by the IT Service Desk Manager or the Head of IT.
Number of Direct Report	None
Financial Responsibility	None
Knowledge, skills & Abilities	<ul style="list-style-type: none"> Experience of working with dynamic and fast-moving IT environments providing 1-2-1 support to users whilst escalating internally and highlighting service improvements. IT related qualification (service management or IT qualifications, e.g. Microsoft Certifications) Can demonstrate a genuine commitment to improving the experience of the users and your colleagues. Ability to troubleshoot and resolve 2nd line requests and incidents. Ability to prioritise and manage own and team workloads. Can demonstrate a commitment to self-learning and personal development. Can demonstrate attention to detail and an awareness of the benefits of standardisation, process and documentation.

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Specification

CRITERIA	ESSENTIAL	DESIRABLE
General Aptitude	<ul style="list-style-type: none"> • Customer-centric in all activities • Excellent communication skills. • Able to work to deadlines in a time sensitive environment. • Able to prioritise and manage own workload. • Ability to manage a varied workload, meeting deadlines through effective time management. • Able to demonstrate initiative. 	

ESSENTIAL	DESIRABLE
<u>Qualifications:</u> <ul style="list-style-type: none"> • Educated to at least GCSE or equivalent 	<ul style="list-style-type: none"> • IT-related qualification • Service management or IT qualifications, e.g. Microsoft Certifications. • ITIL foundation
<u>Experience:</u> <ul style="list-style-type: none"> • Experience of providing 2nd line IT support. • Experience of working in an operational IT environment, providing face to face support to users and also supporting core IT infrastructure. 	<ul style="list-style-type: none"> • Experience of working in a Health or Care setting. • Experience of supporting distributed locations without day-to-day supervision.
<u>Skills:</u> <ul style="list-style-type: none"> • Knowledge of IT infrastructures • Knowledge of IT at least two of the following technologies: MS Server 2008/2012, Win 7/8/10, Office 365, AD, Group Policy, DNS, DHCP, and Citrix. 	<ul style="list-style-type: none"> • Knowledge of the configuration, setup and management of network devices, including: routers, switchers and Wi-Fi devices. • Knowledge of IP based door access systems and/or telephony equipment such as PBX. • Knowledge of Air watch or similar MDM tools

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<p><u>Interpersonal Skills:</u></p> <ul style="list-style-type: none"> • Commitment to IT and communications as an enabler for organisations to achieve their operational objectives and the ability to demonstrate how this can be achieved in practice • Self-learner who can identify and fill gaps in relevant knowledge • Customer-centric in all activities • Excellent communication skills. • Able to work to deadlines in a time sensitive environment. • Able to prioritise and manage own workload. • Ability to manage a varied workload, meeting deadlines through effective time management. • Able to demonstrate initiative. 	<ul style="list-style-type: none"> • Is interested in how the innovative application of technology can benefit the organisation. • Commitment to IT as an enabler for organisations to achieve their operational objectives
<p><u>Team Skills:</u></p> <ul style="list-style-type: none"> • Able to form effective working relationships and communicate technical issues to both technical and non-technical colleagues through both formal and informal media, including formal reports, formal presentations, face to face and over the phone • Ability to work well within a team 	
<p><u>Job Requirements:</u></p> <ul style="list-style-type: none"> • Full driving license and access to a vehicle to use for business travel • Occasional nights away • Willing to work reasonable additional hours as required, occasionally out of hours • Willing to attend homes / meetings / training courses as required. 	