

Job title	2 nd Line Service Desk Engineer
Based	Gloucester
Reports to	IT Service Desk Manager
Direct Reports	None

The Role

The service desk is an integral part of the GBE Converge business. The role of the 2nd Line Service Desk Engineer is to provide remote, onsite and workshop IT support to GBE Converge Clients. The 2nd Line Service Desk Engineer will always provide excellent customer service to try and resolve all customer incidents raised.

Duties and Responsibilities

- Always provide excellent and effective customer service.
- Provide 2nd line support for incoming service requests, utilising the help desk ticketing system.
- Contribute to procedure and policies within the IT department and maintain current procedures and policies.
- Take ownership of support requests, ensuring they are resolved and ensure customers are communicated to at all times.
- Escalate incidents to senior engineers, where appropriate.
- Provide mentoring for the 1st & other 2nd line support Engineers.
- Answer incoming telephone calls, tickets and emails and provide first point of contact as well as escalations to all GBE Converge customers
- Correctly log and update tickets with the required information relating to support requests.
- Manage and maintain the end point monitoring platform on a daily basis
- Log support tickets for all issues flagged, including 24/7 and daily checks.
- Notify the service desk coordinator of reoccurring outages.
- Raise hardware failures as critical P1 priority.
- Raise outages as critical P1 priority.
- Ensure correct ticket information is always maintained.
- Manage own ticket queue and work schedule in an efficient manner.
- Assist on Project work as and when required.
- Provide coaching on technical skills and processes to other staff.
- Provide pre-sales support to GBE Converge existing customers.
- Provide general administration and scheduling tasks for the service desk coordinator.
- Ensure accurate timesheets are maintained at all times.



- Ensure all paper work relating to finished work is accurately completed and submitted in a timely manner.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the business.

KPIs and Measures

- Ensure 100% of incident tickets are accurate and updated.
- Ensure 100% of site visit documentation is completed within 24 hours.
- Internal knowledgebase is maintained and accurately reviewed on a weekly basis.
- Prepare Personal Development Plan before every review meeting.

Person Specification

Essential

- More than 2 years' experience working in an IT support environment covering a number of different technical areas.
- Sound technical IT skills.
- English Language (written and verbal) to a GCSE level or equivalent.
- At least 1 formal IT qualification at entry level or above ie: GCSE ICT, CompTIA, Microsoft certification, BTEC or similar.
- Comfortable working within a team or on own initiative.
- Excellent working knowledge of windows server 2003/2008/2012/2016.
- Excellent working knowledge of windows 7/8/10.
- Excellent working knowledge of Office 2003/2010/2013/2016/365.
- Good working knowledge of major networking components, networking operating systems and basic configuration and maintenance.

Desirable

- Able to demonstrate good communication skills, written, over the phone and face to face.
- Experience in troubleshooting Microsoft environments.
- Willing to learn new skills in a fast-paced environment.
- Excellent documentation skills
- Exchange server 2003/2007/2010/2013/2016/365 implementation experience.
- Backup configuration and maintenance experience.
- Hands on knowledge of the procedures used in the installation modification maintenance and repair of IT hardware and software.
- Daily system checks, servers, backups and firewalls.

We are an equal opportunity employer and value diversity. All employment is decided on the basis of qualifications, merit and business need.



Working Conditions

The typical working environment will be an office location at our offices in Gloucester. The job requires that the engineer can lift and move typical IT equipment (PC's and Laptops) from floor to desk regularly. Long periods of working in front of a VDU with regular breaks is common. Occasionally you may be required to travel long journeys to complete customer support or training and may at times be required to stay overnight.

Engineers are expected to be available for an on-call rota to support customers with out of hours' support contracts as defined by the Technology Service Delivery Manager. The role requires that you will be available to work evenings, weekends, and bank holidays on request.

Compliance

As part of the company's compliance to The Health & Safety at Work Etc Act 1974, ISO9001 for Quality, ISO14001 for Environmental and ISO27001 for Information Technology, there are several key objectives that are issued each year upon management review that we expect all staff to work towards in order for the company to meet these objectives and include but are not limited to:

- Compliance to all legislative and British Standard requirements
- Compliance to associated accreditation bodies schemes from NSI, BAFE, LPCB, FIA and others as required.
- To maximise customer satisfaction with the services provided by GBE Converge
- Working to reduce, renew & recycle any waste on and off our sites including our offices
- To protect the environment and ensure use of toxic materials is avoided where possible
- Staff will work to a best safe practice and ensure that their actions do not cause harm unto themselves or others
- Staff will not tamper with any issued PPE or plant machinery that it may cause harm unto themselves or others
- To ensure all minimum training requirements are met in compliance with the relevant ISO standards.
- To ensure that any Information Technology 'incidents' are effectively reported and resolved in a timely fashion (internally or externally)
- Maintain clear desk and screen at all times.
- Compliance to ensure no deliberate breaches in security information and/ or systems