

Job title	Onsite Support Engineer
Based from	Gloucester
Region covered	Sites in the UK
Reports to	Technology Operations Manager

The Role

The role of the Onsite Support Engineer is to provide onsite, workshop and remote IT support at GBE Converge client sites. The role also involves assisting with and implementing projects delivered by GBE Converge.

Duties and responsibilities

- Provide onsite IT support at client sites
- Build and configure client hardware and software to be used at client sites
- Answer incoming telephone calls, tickets and emails and provide first point of contact as well as escalations to all GBE Converge clients when on their sites
- Correctly log and update tickets with the required information relating to support requests
- Manage ticket priority, category, and client updates for tickets in related work queues
- Manage own ticket queue and work schedule in an efficient manner
- Manage, monitor, and maintain server and workstation monitoring platform daily
- Logging support tickets for all issues flagged, including 24/7 and daily checks, notifying the Service Desk Manager of reoccurring outages
- Raise hardware failures as critical P1 priority and raise outages as critical P1 priority
- Assist on Project work and Projects run from the Service Desk
- Highlight and complete proactive maintenance for GBE Converge support clients
- Ensure Service Desk Co-Ordinator is kept informed of any scheduling conflicts or changes
- Ensure that time is logged correctly against tickets and is updated accurately and promptly
- Ensure all paperwork relating to finished work is accurately completed and submitted in a timely manner
- Provide pre-sales support to clients and highlight sales opportunities to Account Manager
- To be a member of the Out Of Hours On Call team on a rota basis

Person Specification

Essential

- Good knowledge of MS products, Office 365, SharePoint, firewall technologies, networking concepts.



- Good working knowledge of IT hardware – Servers, Firewalls, switches, routers, PCs, mobile devices
- Excellent attention to detail, sound problem-solving skills and analytical thinking.
- Proven experience working in an IT support environment covering several different technical areas
- English Language (written and verbal) to a GCSE level or equivalent
- Able to demonstrate good communication skills, written, over the phone and face to face
- Good customer service skills and experience in providing customer service
- At least 1 formal IT qualification at entry level or above. For example, GCSE ICT, CompTIA, Microsoft certification, BTech or similar.
- Full driving licence

Desirable

- A willingness to learn new skills and technologies in a face paced environment
- Comfortable working within a team or on own initiative
- Able to complete detailed and accurate documentation with attention to detail at the forefront
- ECS card (or equivalent)
- Knowledge of Health and Safety compliance and working practices
- Previous experience of working within Fire, Security or Data Infrastructure industry.

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

Group 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 client 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



Working conditions

This role requires working on client sites which may mean working outdoors. The job may also be physically demanding as lifting and moving IT equipment is a regular occurrence in this role.
