JOB DESCRIPTION

Job Title: Desktop Support Engineer (2nd Line)
Department: IT Operations
Reporting to: Desktop Support Lead

The Department
IT Operations handle infrastructure support. Using state of the art high-availability technologies, we ensure that we maintain a secure and uninterrupted service with an impeccable uptime record. As a web-facing business, that's our priority.

The team consists of four elements: the desktop support team, the development operations team, the infrastructure team and the security team. Each of these are critical to the smooth day-to-day operation of the business and must work closely together to ensure the systems run effectively 24/7.

Purpose of Job
We are looking for an individual who is passionate about technology. We operate in a diverse fast paced environment and need someone who is keen to take up the challenge. The role of the Desktop Support Engineer is to support the user base across all our products and to deliver a world class service. You will need to be able to identify problems and provide root cause analysis so that solutions can be documented and shared amongst the team.

Competencies
Communication: Good listener, clear and concise communicator, empathetic, respectful of others
Workload Management: Timely completion of assignments and projects, willingly undertakes special assignments, manages time to address tasks during normal working hours.
Action Orientation: Persists and finishes projects or tasks despite obstacles, or redirects when necessary; takes action and addresses opportunities with little supervision; takes extra steps to prevent mistakes or create opportunities.
Innovation: Generates and explores different, creative, imaginative or unique approaches; challenges conventional practices; thinks outside the box.

Key Responsibilities & Accountabilities
The position of Desktop Support Engineer will involve the following areas of responsibility:
- Assure continuity of desktop and laptops for all users
- Answering calls on the Service Desk and provide technical assistance and advice
- Proactively work from the ITSM tool
- Install software and hardware
- Repair and support equipment as necessary and work closely with service vendors to ensure continuity of service
- Helps drive and run desktop projects
- Be part of an on-call out-of-hours support team

This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties in order to achieve business objectives.

Essential Criteria:

- Demonstrable experience working in an end-user facing 2nd line support role.
- Experience with an ITSM ticket management system to manage all incidents and requests.
- Demonstrate proactive maintenance on desktop and laptop estate using SCCM
- Support Video Conferencing Units (e.g. Polycom)
- Document fixes for recurring incidents and requests
- Experience with Group Policy
- Skilful with supporting Windows 7 and Windows 10
- Knowledge of supporting Office 2013 and above
- Experience with Active Directory (Accounts, Objects, OUs)
- Exchange administration (email accounts, distribution lists, shared mailboxes, resources)
- Administration of Anti-Virus Software (e.g. Kaspersky)
- Mobile Device Management experience (e.g. Air Watch)
- Remote VPN User support
- Experience of providing remote support

Desirable Criteria:

- Patch management
- MAC user support
- Microsoft Lync/Skype for Business 2013
- Microsoft Certified at least to current MCITP
- ITIL Certified
- Web Filtering (Websense, Sophos or Symantec)

Person Specification:

- Customer services orientated
- Excellent communication skills
- Self-starter with initiative
- Passionate about your chosen technology field
- Attention to detail
- Perseverance and the ability to drive projects to completion
- Patient and calm under pressure
- Enjoy working with a team