



JOB DESCRIPTION

Post	2 nd Line Support Engineer
Team	Business Support
Reports to	Business Improvement Manager
Direct reports	None
Job Group	Technical/Senior Administrator
Allowances	None
Last updated	July 2016

Job Purpose

Support the Business Improvement Manager to ensure that Cottsway's IT infrastructure including telephony is current, efficient and managed effectively. To provide a high quality helpdesk service and to ensure that the Applications team have the Infrastructure in place that they require for their development work.

Key Accountabilities

1.0 Helpdesk support

- 1.1 To provide second line technical support to internal customers, assisting them with hardware and application problems by phone, email, and face to face. To escalate complex queries to the relevant team member or external support provider for resolution when necessary.
- 1.2 To deal with requests for user support from the helpdesk and ensure an efficient, customer-focused response is provided and a high quality of customer service is maintained.
- 1.3 To ensure that support calls are logged on the helpdesk system and resolved within SLA.
- 1.4 To provide assistance and support to the first line IT Apprentice. When appropriate guide, teach and advise where necessary and to be the point of escalation on helpdesk tickets.
- 1.5 To process all IT procedures relating to staff joining, leaving, or moving within the Association eg password, creation of email account, security access.
- 1.6 To be responsible for communicating effectively with third party suppliers to resolve issues and improve SLAs. Logging third line support calls, chasing when needed and acting as the point of escalation.

2.0 IT infrastructure

- 2.1 To support the IT Apprentice in setting up and installing desktops, laptops, tablets, mobile devices, printers, and other hardware as required for new employees or equipment upgrades.
- 2.2 To manage Cottsway's backup procedure, ensuring that Cottsway always has consistent off site backups. To make sure that the backups made are sufficient for disaster recovery and where possible, ensure that any third parties are checking the integrity of the backups.
- 2.3 To maintain accurate, and up-to-date records of Cottsway's IT assets on the Asset Register and to carry out spot checks of the database to ensure the rest of the team are updating records correctly.
- 2.4 To be responsible for the initial technical support of Cottsway's IT Infrastructure. To make sure that all issues within Cottsway's Infrastructure are resolved in timely manner either by resolving the issues in house, or utilising the third line support provided by external partners.
- 2.5 To ensure that the Applications team have the Infrastructure in place that they require for their development work. Ensuring that any services that need provisioning for the Applications Team are in place in a timely manner and are working correctly.
- 2.6 To take responsibility for managing all desktop and server updates either directly or via a third party, ensuring that all of Cottsway's devices are up to date and are secure.
- 2.7 To manage disaster recovery tests with third party suppliers in line with the Business Continuity Plan, ensuring that all issues are resolved in a timely manner.
- 2.8 To be proactive at researching and advising the business of new technologies, providing advice and guidance on best practice and innovation.

4.0 General Obligations

- 4.1 To take responsibility for own personal development and update knowledge and skills, with support from Cottsway, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
- 4.2 To implement positively and ensure compliance with the Association's policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Care, Health and Safety, Data protection and confidentiality of information, Financial Regulations and Standing Orders.

- 4.3 To provide the highest quality services incorporating best standards and practice and work to continually improve standards, promoting the Association to its tenants, clients and those seeking assistance from the Association.
- 4.4 To respond to complaints positively and professionally and refer them to the appropriate person for acknowledgement and resolution
- 4.5 To perform duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

PERSON SPECIFICATION

Post	2 nd Line Technical Support Engineer
Team	IT Helpdesk
Reports to	Business Improvement Manager
Direct reports	None
Job Group	Technical, Senior Administrator
Allowances	None
Last updated	July 2016

Cottsway Values		
<p>We expect all members of staff to demonstrate these values in their work:</p> <ul style="list-style-type: none"> • Commitment • Honesty • Opportunity • Engagement • Community 		
Skills, knowledge and experience	Essential	Desirable
1 st line helpdesk/user support experience	x	
Knowledge of Microsoft based operating systems with experience of Thin and Fat Clients	x	
Experience using, and troubleshooting, Microsoft Office with emphasis on Word, Excel and Outlook	x	
Knowledge of Cisco Routing, Switching and Telephony systems.		x
Knowledge of the Windows Server environment including Active Directory and Exchange.	x	
Taking a pro-active approach to problem-solving whenever possible	x	
To be able to deal direct with clients in a friendly and highly confident manner demonstrating excellent internal and external customer service and communication skills.	x	
Ability to work in a dynamic environment, prioritising and multi-tasking effectively.	x	
Qualifications and Education		
Maths and English GCSE/O Level passes at Grade C or above or equivalent level of knowledge acquired from the on-the-job training or experience	x	
A relevant IT qualification for example Microsoft certification, or NVQ, Diploma, or Degree		x
Specific requirements for the job		
<p>IT support to internal customers requires that some duties may occasionally need to be performed outside normal working hours, ensuring that services are not disrupted by technical maintenance or that technical problems are resolved with minimal service loss. The IT Support Technician may be required to work flexibly on such occasions. Examples of the type of work requiring flexible working are (a) software or upgrade installation, testing, and (b) dealing with emergencies such as virus removal, IT system failure, or disaster recovery.</p>		