



## 2<sup>nd</sup> LINE ENGINEER

<b>Type:</b>	Full time employment
<b>Location:</b>	Fully Remote working
<b>Reporting to:</b>	Service Operations Manager
<b>Salary:</b>	£25,000 - £28,000 pa

At Ethical IT we pride ourselves in delivering high quality, cost effective and sustainable ICT solutions.

Our extensive experience within the social change sector in particular has enabled us to better understand and develop cost-effective solutions that fit organisations across all sectors. We aim to take the stress out of the management of IT and Information Security, providing our clients with transparent and reliable support and consultancy, allowing them to focus on their core operations.

We are a small, growing company of approximately 13 full time staff and a wider pool of consultants that allow us to deliver a variety of services from support to IT/IS strategy.

Although this role will be based at home, there will be instances where we will ask you to travel into client sites (primarily London) or for a team meetup/night out.

### Job Purpose.

- To provide remote and onsite second line support to EIT customers
- To support the customer response team (first line) to resolve issues that come into the service desk acting as a point of escalation for more challenging issues
- Ensure incidents are resolved in a timely manner to meet defined service level targets
- To provide proactive management and maintenance of deployed customer solutions to ensure effective delivery performance and operation
- Proactively resolve tickets assigned
- To participate as a project resource as required
- Participate in an on-call and site visit rota as required

### Tasks and responsibilities

#### Information Security

- Learning, understanding, accepting and abiding by the companies 'Information Security Policy' at all times.
- Following the various processes and procedures in accordance with the Information Security Management System.

- Being vigilant and aware of any potential Information Security risks as outlined within the various Information Security policies.
- Reporting any Information Security breaches in line with the Information Security Incident Management Policy.
- Keeping up to date on the latest Information Security trends and stoking discussions within the business.
- Practicing and demonstrating a risk averse approach in regard to the protection of information.

## **Technical Support and Implementation**

- Good understanding of all Microsoft technologies.
- Install, configure and maintain windows server 2003/2008R2/2012R2.
- Network Support Services – Layer 3 switches, routers and firewalls.
- Maintaining the integrity and availability of client Infrastructures.
- Proactive management and maintenance of all deployed solution
- Capacity and performance forecasting to ensure appropriate actions are taken to ensure the continued delivery of contracted levels of service
- Execute System Change Requests for production systems

## **Escalation**

- Be an escalation point for the customer response team to resolve challenging issues
- Report relevant issues to third party
- Escalate jobs as appropriate to the Service Team Leader and Service Desk Manager

## **Project Support**

- Contribute to programming support for application integration, data migration, and reporting projects under supervision of Head of Project Delivery

## **Process Management**

Support the Service Desk Team Leader to:

- Ensure all relevant service desk processes are documented
- Identify and highlight areas for process clarification and improvement and assist with the required process review work

## **Knowledge Management**

Working collaboratively with the Service Desk Team Leader:

- Ensure all knowledge base documents are updated, stored consistently in a single system (ITGlue) and easily accessible by the team
- Work proactively to ensure that all knowledge information is maintained and updated on an on-going basis

## Miscellaneous

- Participate in a 24/7 on call support rota as required
- Participate in conference calls with customers to resolve technical issues and provide advice
- Ensure all time spent is logged against Jobs in the system
- Attend client sites and provide on-site support as required

## Knowledge and experience

- Minimum of 2 years' experience of working in a level 1-2 support role or equivalent within an ITIL customer service environment
- Solid understanding of IT principles
- Experience in the use of Connectwise Manage is desirable
- Experience of supporting, installing and modifying all version of Microsoft Windows server up to Windows 2012 and standard Microsoft applications
- Good experience in installation, configuration and maintenance of Active Directory Services, MS-Exchange 10/13, Group Policies and Office 365
- Capable of deploying and supporting MS Terminal Services & Citrix environment
- Working knowledge of Software Packaging and Deployment solutions
- Some experience of VMWare & Hyper -V setup, configuration and support
- Demonstrable understanding of network infrastructure (Domains/Security/DHCP)
- Experience with web servers, mail servers, DNS.
- Basic competency in installation and administration of routers, switches and firewalls.
- Maintaining and troubleshooting Backup including BackupExec, Veam & Ashay
- Good networking skills, including knowledge and experience of IP Routing, VLAN`s, QoS, POE and ACL`s / VPNs
- Understanding of Scripting languages (PowerShell/VBScript)
- Experience of supporting technical projects
- Understanding and appreciation of ITIL Frameworks
- Experienced in training and developing junior IT staff
- Experience in working in an MSP is highly desirable

## Qualifications and skills

- Demonstrable commitment to your continued professional development
- Understanding of the ITIL framework
- Demonstrable expertise in all activities associated with providing end user support and problem resolution on complex and difficult infrastructure issues
- Extremely customer focused with the ability to develop and maintain strong relationships with customer contacts at all levels
- Strong written and verbal communication skills – ability to establish effective communication with internal and external contacts.
- Proven ability to identify and resolve challenging technical problems
- Sound judgement with demonstrable understanding of when and how to escalate issues



- Strong organisational skills, able to manage multiple tasks and prioritise effectively.
- Very flexible, can-do attitude and able to quickly adapt to changing priorities.
- Able to work well both within a team and independently
- Ability to work with minimal supervision and manage a heavy workload
- Ability to train and mentor junior team members of the service desk