JOB DESCRIPTION

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| Job title  | End User Services – Senior 2nd Line Support Engineer |
| Sector/Function  | IMT – Information Management and Technology  |
| Department  | End User Services (EUS)  |
| Reports to  | Central Delivery Manager |
| Grade  | 3  |

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| Job purpose  | Must have a proven range of infrastructure and networking support skills and be able to demonstrate a background working within a busy and fast paced helpdesk environment. The EUS 2nd line engineer must also have natural troubleshooting skills and the ability to effectively communicate with both technical and non-technical colleagues. To provide efficient and high-quality service to internal and external users whilst working as part of IM&T in delivering the department’s services. To act as a bridge between the 1st Line Service Desk Team and the Specialist Networking and Infrastructure Teams, providing technical support as part of everyday responsibilities. To carry out project work to agreed standards and ensure that all project deliverables are completed on time whilst acting as a technical project contributor.Provide on-site technical support when necessary and have the ability to apply logical troubleshooting methods when faced with complex technical problems. To support new site implementations on a regular basis and nationwide scale.To monitor Turning Point system status to ensure stability whilst following a preventative maintenance programme – must also be able to carry out reactive maintenance when required. Mentor junior members of the team to aid with team development and upskilling. |
| Key accountabilities  | Stakeholder Management (including SLM and SLA): * Resolution of escalated incidents from 1st line colleagues as well as performing in depth 2nd line analysis of complex faults before they are escalated to specialist teams (3rd line)
* Undertaking site visits and providing support with project/site implementations on a regular basis.
* Maintain an organised daily structure, working to close assigned jobs within defined SLAs
* Communicating with stakeholders on the progress of queries on a regular basis and in line with SLA
* Receiving and logging calls via telephone, email or in person, resolving queries in a customer focussed manner to assist 1st line colleagues during periods of high demand
* Research technical solutions using a combination of internal knowledge resources, personal knowledge and fault-finding skills
* This role will involve travel to various locations to support the needs of the business
* This role may involve a need to work outside of normal office hours to support the needs of the business.

Incident / Change / Problem Management: * Receiving and logging calls via telephone, email or in person
* Troubleshooting and resolving issues with EUD’s, networking equipment, servers and associated software
* Escalations with 3rd line teams and 3rd party vendors when appropriate
* Contribute to the problem management process
* Monitoring of alerts and notifying appropriate resolver group
* Follow change management procedures
* Adhering to P1 processes.

 Request Management: * Installation of hardware, software and licences
* Installation of networking and infrastructure hardware in both operational and data centre locations
* Configuration of networking equipment
* Unified Communications device administration (creation and removal)
* Conducting technical site surveys, working in conjunction with the project executive
* ­Administration of user accounts within line of business systems including AD and M365
* End user device management and deployment
* Mobile device management and deployment

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|  | Asset and Licence Compliance:* Ensuring that Turning Point asset and licence database is kept up to date
* Amend the asset register in accordance with SOPs.

 Service Catalogue: * Ensuring that Turning Point Service Catalogue is kept up to date
* Understanding and providing services in accordance with the Turning Point Service Catalogue.

Knowledge Management (ITIL, knowledge base): * To keep knowledgebase documents up to date for EUS staff and users, enabling self-fix
* Contribute new articles to the knowledgebase
* Maintain knowledgebase documents in line with TP documentation standards
* Documentation of systems and processes where appropriate.

Security* Understand TP security policies
* Carry out security related tasks as directed by networking and security management colleagues
* Always adhere to TP security policies
* Report security breaches and vulnerabilities when found

 Administration * To support Mobile Management by assisting with the associated administrative & technical tasks
* Assist with provision, transfer (remote wipe) and disposal
* Assist with reporting requirements including cost analysis
* To work within Turning Point’s Policies and Procedures
* To undertake any other such duties reasonably requested which is appropriate to your grade, qualifications and experience.

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| Dimensions  | Direct reports  | N/a  |
| Total staff overseen  | N/a  |
| Internal contacts  | All Business Functions  |
| External contacts  | Vendors  |
| Planning outlook  | 12 months  |
| Problems solved  | Provides system access, break/fix and provisions kit  |
| Financial authority  | N/a  |

PERSON SPECIFICATION

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| Acquired experience & qualifications | Essential | Desirable |
| * Minimum of 12 months experience in a 2nd line role
* Previous experience in a customer service environment
 | * Customer service qualification
* CompTIA A+
* CompTIA N+
* CompTIA Security +
* MCP (Microsoft Certified

Professional) * ITIL v4 foundation certificate
* CCNA (Routing and Switching)
* CCNA (Collaboration)
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| Personal effectiveness    | Essential  | Desirable  |
| * Customer focussed approach to both internal and external

customers * Ability to work as part of a team, demonstrating support to other team members and other teams
* Ability to work self-guided & under pressure and meet deadlines
* Good problem-solving skills and desire to innovate
* Ability to work under pressure
* Convey professional image
* Convey technical issues in terminology that is easily understood by non-technical business users.
* Owns resolution from start to finish –starter/finisher
* Ability to prioritise customer requirements
* Solutions focussed

  | * Has an empathetic approach to a social enterprise
* Escalates concerns or issues to the appropriate level and the appropriate time

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| Technical effectiveness  | Essential  | Desirable  |
| * Microsoft 365/ Office 365
* Active Directory
* Windows Server 2019/2016/2012
* Server Hardware
* Virtualisation technologies
* Windows 10/7
* Intermediate networking knowledge (routing, switching, firewall, enterprise wireless, structured cabling)
* Enterprise wireless
* Basic experience of unified communications (Avaya, Cisco etc.)
* Basic experience of enterprise mobile device administration
* Basic administration of security tooling (antivirus, drive encryption, file encryption etc.)
* Basic knowledge of disaster recovery processes including backup and restore
* Working within an ITIL environment
* Excellent knowledge of ITSM tools
* Excellent standard of both written and verbal English.
 | * VMWare/ VSphere/ESXi
* Oracle Cloud Infrastructure
* Cisco UCS
* Storage Area Networking (Pure Storage)
* Cisco Unified Communications
* Cisco Catalyst, Nexus, ASA, WLANC, Firepower, ISE, PRIME,
* Cisco WebEx
* Previous experience working in a Data Centre environment
* Microsoft InTune/ Samsung Knox
* Previous experience using SysAid ITSM
* Previous involvement/participation in projects, work/academic based
* Previous experience in volunteering.
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| Other requirements  | Essential  | Desirable  |
| Full UK Driving LicenceAccess to personal vehicleAbility to travel when required    |   |

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