

VERSION 1.1  
AUGUST 22, 2019



## JOB DESCRIPTION

SUPPORT DESK ENGINEER LEVEL 2

PREPARED BY: TINA WHITMARSH

MICRON COMMUNICATIONS LIMITED  
UNIT 3B COLDHARBOUR BUSINESS PARK  
SHERBORNE DORSET DT9 4JW

<b>Title:</b>	Support Desk Engineer Level 2
<b>Reports TO:</b>	
<b>Escalation:</b>	Customer Services Coordinator / Operations Director

### PURPOSE OF JOB ROLE:

This role is primarily to provide support to end users on a variety of issues through identification, research, and resolution of technical problems. Support is provided by responding to telephone calls, monitoring Service Desk tool queues and personnel requests using best practices and department procedures for technical support. The scope of support includes timely review and completion of assigned tickets and assisting in other areas as and where needed.

### KEY ACCOUNTABILITIES

Below, are a list of activities/duties generally involved in the role. The list is non exhaustive, and the employee will from time to time be asked to fulfil other duties as directed by the Management Team.

- Answer incoming calls promptly and log support cases
- Take ownership of cases, providing telephone / remote assistance in resolving cases prioritising and escalating as necessary
- Provide support in the following areas Telecoms, IT and WIFI
- Take part in pre-configuration of small projects
- Escalate cases that need advanced support or customer care
- Regularly update case tracking information and customers
- Update paperwork on projects and customer documentation
- Ensure own performance targets are met
- Provide support and guidance to Level 1 Support Desk Engineers
- Ensure the high standards of customer support are upheld
- Be a reliable part of the out of hours rota for engineer cover
- Adhere to Company process and policies
- Liaise with third party software/hardware suppliers or maintenance suppliers where necessary
- Assist within the team as a whole to achieve group targets and achieve a high level of customer service

### QUALIFICATIONS & EXPERIENCE

- Minimum 2 years' experience in a similar role
- Achieved the Infrastructure Technician – Level 3
- Experience in supporting IT and Wi-Fi technologies
- Experience in Cisco IOS, configuring Cisco network equipment
- Working knowledge of Microsoft operating systems
- Have a solid understanding of how networks operate including experience in IPv4, routing and subnets

## SKILLS & BEHAVIOURS

- Ability to communicate effectively in a variety of situations
- A thorough and organised approach
- Proactive & Self-Motivated
- Ability to work independently and to take responsibility
- Supportive and helpful team member
- Ability to work with a range of internal and external people
- Maintain productive, professional and secure working environment
- Punctual and reliable

## TRAINING

During the course of your employment there will be the opportunity to carry out training to further increase your knowledge. The list below outlines what training may be available for your specific role and will be discussed during your reviews.

Internal	Connectivity Training
	Networks Fundamentals
	WiFi Basic Training
	Mitel 3300 Admin Training
	NEC PBX Admin Training
	Legacy Systems
External	Horizon
	Cisco SMB Engineer
Self-Study	CISCO CCENT
	CISCO CCNA
	MCSA 366
	MCSA Windows
	MCSA SERVER
	Ruckus WLAN Fundamentals

The training is not solely limited to the above, certain circumstances may warrant investment or support in order to facilitate other training useful to the business or your role within it.  
To be kept in staff file:-

**WORKING HOURS**

Core office hours are 8.30am to 5.30pm Monday to Thursday and 8.30am to 5.00pm Friday. The Support Desk operates an early and a late working pattern in addition to the core hours this is:-

- Early 7.30am to 4.30pm Monday to Thursday and 7.30am to 4.00pm on Friday
- Late 9.30am to 6.30pm Monday to Thursday and 9.30am to 6.00pm on Friday

I have read and understand all the contents of this job description. This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they currently exist but is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. Therefore, you may be required from time to time to carry out tasks requested by the Management/Directors.

Employee name: \_\_\_\_\_  
Employee signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Directors signature: \_\_\_\_\_  
Date: \_\_\_\_\_