

VERSION 1.0
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JOB DESCRIPTION

SUPPORT DESK ENGINEER – INFRASTRUCTURE TECHNICIAN LEVEL 3
APPRENTICESHIP

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

Title:	Support Desk Engineer – Level 3 Apprenticeship
Reports To:	
Escalation:	Customer Services Coordinator / Operations Director

JOB DESCRIPTION

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 the support line and log support cases
- Provide support in the following areas Telecoms, IT and WIFI
- To provide telephone /remote assistance in resolving cases
- Take part in pre-configuration of small projects
- Escalate cases that need advanced support or customer care
- To regularly update case tracking information
- Ensure own performance targets are met
- Assist within the team as a whole to achieve group targets and achieve a high level of customer service

TECHNICAL COMPETENCIES

- Communication: works both independently and as part of a team and following Micron's standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues and customers during all tasks
- IT Security: Demonstrates the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with Micron's guidance and legislation
- Remote Infrastructure: Effectively operates a range of mobile devices and securely add them to a network in accordance with Micron's policies and procedures
- Data: effectively records, analyses and communicates data at the appropriate level using the Micron's standard tools and processes and to all stakeholders within the responsibility of the position
- Problem solving applies structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analyses problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required

- Workflow management: works flexibly and demonstrates the ability to work under pressure to progress allocated tasks in accordance with the organisation’s reporting and quality systems
- Health and Safety: Interprets and follows IT legislation to securely and professional work productively in the work environment
- Performance: Optimises the performance of hardware, software and Network Systems and services in line with business requirements
- Can explain the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive)

UNDERPINNING SKILLS, ATTITUDES & BEHAVIOURS

You will gain and improve the following underpinning skills, attitudes and behaviours;

- Logical and creative thinking skills
- Analytical and problem-solving skills
- Ability to work independently and to take responsibility
- Ability to use own initiative
- A thorough and organised approach
- Ability to work with a range of internal and external people
- Ability to communicate effectively in a variety of situations
- Maintain productive, professional and secure working environment

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

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:-

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: _____