

VERSION 1.4
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JOB DESCRIPTION

SUPPORT DESK ENGINEER (LEVEL 3 - FIELD)

PREPARED BY: TINA WHITMARSH

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

Title:	Support Desk Engineer (Level 3 - Field)
Reports to:	Head of Support
Escalation:	Managing Director

PURPOSE OF JOB ROLE:

As a member of the Support Desk, you will provide advance technical support for Telecoms, IT and WIFI. You will also be an escalation point for technical and customer queries.

Ensuring SLAs are achieved through effective management of the cases, providing clear communication and guidance to the Trainees and Support Desk Engineers.

In addition, to working on the support desk there will be a requirement to attend sites to resolve technical issues.

Working closely with the Head of Support, identify areas for continuous improvement and provide feedback on the performance of the team.

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.

- Provide advanced support in one of the following areas Telecoms, IT, WIFI and Connectivity
- Monitor cases in escalation queue, making sure a member of the team is dealing with the query and cases are not kept idle
- No more than 3 cases assigned to you at one time, ideally you won't have any cases assigned to you
- Assisting with Level 2 cases, ensuring they are moving forward but not to take ownership of the case
- To mentor Support Desk Engineers and aid their development and provide technical guidance for the team
- Daily catchup meetings with the Head of Support
- Train and onboard new starters
- Manage difficult customers, highlighting any concerns to the Head of Support or Management team
- To answer support line overflow
- To help service desk achieve KPI's
 - Feedback
 - Milestones
 - Average case closed
 - Rate per level
- Ensure policy and procedures are followed

- Ensure data is entered and captured in Salesforce
- Attend site if required to resolve technical issues
- Provide Out of Hours cover on a rota basis
- Flexibility to work additional hours to support business critical issues
- Create and publish knowledge base articles
- Highlight training gaps to Support Desk Team Leader and provide training when required
- Maintain and update own technical knowledge
- Ensure proactive monitoring alerts received via Ninja RMM are actioned under cases
- Ensure the high standards of customer support are upheld
- Ensure cases are picked up within milestones and customer is kept up to date in line with the customer journey and SLAs
- To build and maintain support relationships with key accounts

QUALIFICATIONS & EXPERIENCE

- Minimum 3 years' experience in a similar role
- Achieved the Infrastructure Technician – Level 3
- CompTIA A+ level 1 & 2 advantage
- 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
- Drivers license

SKILLS & BEHAVIOURS

- Ability to communicate effectively in a variety of situations
- Excellent interpersonal skills, both oral and written
- Excellent IT skills
- Effective organisational skills with the ability to plan and priorities tasks
- Ability to carry out tasks following training / direction
- Good time management skills to ensure tasks are completed and resolved in line with targets
- Confident and pleasant phone manner
- Good attention to detail
- Supportive and helpful team member
- Punctual and reliable

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

TRAINING

We will support individuals to maintain their technical knowledge required for them to fulfil the requirements of their role, this will be a combination of internal training, suppliers training and the scope to include professional training courses subject to approval / budget.

Training needs will be identified through 1 to 1's, annual reviews and development plans, this is not limited to technical knowledge it will include; customer service, soft skills and managerial, these will be discussed and agreed with the Directors and HR.

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: _____

HOD/HR Signature: _____

Date: _____