

<b>JOB TITLE:</b>	<b>IT SERVICE ENGINEER</b>
<b>SALARY RANGE:</b>	<b>£24,000 - £32,000 DOA</b>
<b>HOURS OF WORK:</b>	<b>37.5 hours per week</b>
<b>LEAVE ENTITLEMENT:</b>	<b>28 days per year</b>

## OVERVIEW

The number one goal of everyone in our team is to make our clients exceptionally happy. The **IT Service Engineer** plays an important role in making sure that happens.

We expect all members of our team to assist customers where their skills allow.

## RESPONSIBILITIES & TASKS

### Customer Service

- ✓ Work on and resolve Service Tickets
- ✓ Delight our Clients with a Friendly, Quick and Helpful Experience
- ✓ Remote & On-Site Support (when required)
- ✓ Provide the Client with remote & onsite troubleshooting
- ✓ Out of hours on call rota (DOA)

### Use Of PSA System

- ✓ Use our Ticketing System to work on and resolve Helpdesk Tickets & Service Requests
- ✓ Managing and recording all work through our Ticketing System
- ✓ Make sure that Client Documentation is well maintained
- ✓ Split tickets that have several issues into their own individual ticket
- ✓ Make sure that tickets aren't "stale" throughout the process

### Use Of Our Monitoring & Management Tool

- ✓ Review RMM dashboard and apply remediation actions as indicated by our Processes
- ✓ Review regularly scheduled/automated actions as indicated by our Processes



### **Communication, Reporting & Risk**

- ✓ Escalate tickets that require senior management support
- ✓ Communicate to the client the status of their ticket every step of the way, notify them of any changes or outages related to their issue
- ✓ Identify, Communicate and Mitigate potential risks to the business and our Clients

### **Team Work**

- ✓ Mentor any “Junior” Team Members
- ✓ Follow the schedule provided by the Service Delivery Manager or Service Coordinator / Dispatcher
- ✓ Follow Standard Operating Procedures (SOPs) for daily / weekly recurring tasks
- ✓ Follow all our Security Procedures and Keeping a Vigilant Eye for Security Issues
  
- ✓ Identify opportunities for improvement and make constructive suggestions for change
- ✓ Contribute to the process of innovative change effectively
- ✓ Undertake other duties as required by the **Service Delivery Coordinator/Manager** or **IT Director**



## SKILLS AND ATTRIBUTES

### Desired

- ✓ A love of (and ability to) Solve Problems & Challenges.
- ✓ Great Communications skills, founded in being a good listener.
- ✓ A deep desire to deliver an amazing client experience.
- ✓ Understanding of support tools, techniques and how technology is used to provide services.
- ✓ Understanding of operating systems, business applications, printing systems and network systems.
- ✓ Diagnosis skills of technical issues related to end-user hardware & software and network devices.
- ✓ Experience and knowledge of working with Microsoft Cloud Platforms.
- ✓ The ability to speak both Geek **and** human.
- ✓ UK Drivers license (Preferably clean).
- ✓ The ability to keep up with & adapt to the fast-paced IT world.

### Nice To Have

- ✓ Experience using a Ticketing system, RMM Tools and PSA software.
- ✓ Experience providing support via remote tools.
- ✓ Experience handling Technical Service Tickets.
- ✓ Professional IT Certifications such as Microsoft or Firewall Technologies.
- ✓ Experience working either on a Helpdesk or for a Managed Service Provider (MSP) / IT Support Business.
- ✓ Experience maintaining networking and VoIP equipment.

### Perks

- ✓ Get your birthday off.
- ✓ Generous incentives for reaching Team and Company Goals.
- ✓ An easy-going environment and culture (we all enjoy what we do).
- ✓ The flexibility to work from home when required (we run a Hybrid office)
- ✓ A Proactive Approach to Ongoing Training to help you develop life-long skills

## CAREER GROWTH

Possible career progression paths would be, **Senior IT Engineer, IT Project Engineer**

