Job Description

IT Engineer

Job Title: IT Engineer

Service Area: IT Services

Reporting to: IT Helpdesk Manager

Grade: Support Scale 5/6

Hours   36 hours per week, 52 weeks per year

Location of work: Based at Richmond but required to work from any campus

MAIN SCOPE OF POST

The role of the IT Engineer is to provide a professional, customer focussed, efficient and comprehensive IT service delivery to the business, through second line advice, guidance and technical support to our customers. To work collaboratively with colleagues to continuously improve work practices; to provide effective support to satisfactory completion, identifying and resolving issues promptly; and to act as a role model for best practice and as an ambassador for the service.

DUTIES OF THE JOB ROLE

Customer Service

1. To respond to all incidents and requests from customers and colleagues in a prompt, professional and courteous manner, ensuring all details relating to Incidents and Requests are entered and updated in the IT Helpdesk system.

2. To monitor your call queue in relation to Service Level Agreement (SLA) standards and report to the IT Helpdesk Manager or Service Delivery Manager any deviation from standard.

3. To respond to any incidents or requests that are escalated from the Helpdesk Analyst and Administrators.

4. To respond to requests from the Helpdesk Analyst and Administrators to review a ticket priority or status, or update a customer in relation to a request of incident.

5. To accurately record and update support calls in the helpdesk system in a timely fashion, using the correct status, while keeping the end user updated on progress where necessary.

6.   To ensure that any user change request processes in operation are delivered in timely fashion and meet approval processes.

7.   To prioritise workload according to urgency and impact.

8.   To liaise with customers ensuring they receive regular updates on the progress of their calls using the helpdesk system.

9.   To follow up on calls where there is no evidence of satisfactory progress to resolution, to seek explanations for delay and to report delays to the customer, the IT Helpdesk Team Leader, IT Helpdesk Manager, Service Delivery Manager, Infrastructure Team or Helpdesk Analyst and Administrators as appropriate.

10.   To manage and resolve calls with a view to maintaining agreed service levels and contributing to the delivery of the department's Key Performance Indicators.

11.   To work to proactively reduce the number of service requests made through regular root cause analysis.

12.   To be responsible for logging calls to third party suppliers and be responsible for chasing these suppliers where they breach response agreements.

13.   To seek support from, and escalate calls to, the Infrastructure Team and management as appropriate.

14.   To provide cover for Helpdesk Analyst and Administrators and Print Room Co-ordinator when required by the IT Helpdesk Manager or Service Delivery Manager.

15.   To provide support and advice to staff in relation to agreed procedures and practices.

16.   To provide first class customer service at all times, using ITIL best practice.

Technical Support

1.   To use tools at your disposal in the diagnosis of device faults and to ensure that fault conditions are remedied speedily as a result of the diagnostic techniques used.

2.   To utilise new tools provided, following appropriate training.

3.   To maintain the IT environment, providing optimal availability of IT equipment and resources to learners and staff.

4.   To test and evaluate new technology and software.

5.   To issue or install software ensuring licensing and version control arrangements are complied with.

6.   To assist in the administration of Active Directory and Microsoft 365, making amendments to access rights and security as appropriate following agreed internal processes.

7.   To assist in the packaging and deployment of applications using, but not limited to, SCCM or InTune.

8.   To assist in the build, maintenance and deployment of PC and Mac images.

9. To ensure effective security arrangements are in place including but not limited to patches, virus protection and the security of physical devices.

10. To assist the Helpdesk Analyst Administrators as required to maintain an accurate schedule of assets, including asset numbers and locations; software contracts and renewals; maintenance contracts and renewals.

11. To ensure hardware and software components comply with the department's configuration management procedures and that any changes are appropriately actioned and logged.

12. Contribute to on-going service improvement within the department and provide first class customer service at all times.

Maintenance

1. To install/uninstall or move IT equipment, such as PCs, Macs, printers, servers, switches and phones, as directed.

2. To install and/or uninstall software on client devices, such as PCs and Macs.

3. To diagnosis and resolve hardware and software faults and liaise with third party providers of maintenance services, replacing items including but not limited to printer hardware and serviceable items, and classroom screens and projectors.

4. To administer the telephone system, [e.g. moves, additions and changes to extensions, call queues and auto attendants] and administer the provision of mobile phones to staff when required by the Helpdesk Analyst and Administrators.

5. To maintain and record details of IT assets in appropriate asset registers, including the asset tagging of IT equipment, as instructed by the Helpdesk Analyst and Administrators, IT Helpdesk Team Leader, or IT Helpdesk Manager.

6. To ensure that all IT work areas, including communications cabinets, server rooms, patch panels and storerooms are clean, tidy, safe and secure; to maintain an accurate record of cabling within patch panels as required; to use appropriate patch cables according to length and colour codes; and to maintain high standards of patch management.

7. To take delivery of IT equipment, storing it in appropriate storage locations.

8. To maintain documentation and contribute to the development of better working practices.

Administration

1. To complete daily/weekly/monthly IT related tasks and processes as directed by the Infrastructure Team, IT Helpdesk Manager, Service Delivery Manager or Helpdesk Analyst and Administrators.

2. To carry out administrative duties for the IT Department, creating reports and spreadsheets as required.

3. To assist fellow engineers within the team by providing guidance and technical training where required.

4.   To store all data relevant to your role within the relevant Microsoft Team or SharePoint site.

General

1.   To participate in the IT Services staff rota to provide cover and support during all facility opening hours.

2.   To participate in enrolment duties as required.

3.   To take an active part in the appraisal and mentoring processes.

4.   To comply with all relevant Health & Safety Regulations and assist the College in the implementation of its own Health & Safety Policy.

5.   To comply with and actively promote the College's Equality and Diversity Policy.

6.   To participate in and contribute to the College's in-service and training activities.

7.   To carry out all other duties as may be reasonably required.

Further Education is an ever changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.

IT Engineer - Person Specification

	Essential	Desirable	How assessed?*
Qualifications			
Good standard of general education (minimum of GCSE Grade C or above in English and Maths, or equivalent)	✔		AF/Cert
CompTIA A+, Network+ or Security+ certification		✔	AF/Cert
Beginner or Intermediate Microsoft certification/s		✔	AF/Cert
ITIL Foundation Certificate		✔	AF/Cert
Knowledge, Skills and Experience			
Demonstratable working knowledge of networking principles including, but not limited to, TCPIP, DNS and DHCP	✔		T/IV
Cyber security principles and best practice	✔		T/IV
Intermediate knowledge of Microsoft Excel		✔	T/IV
Good working knowledge Microsoft Windows operating system support and troubleshooting	✔		T/IV
Good working knowledge Apple OSX operating system support and troubleshooting		✔	AF/IV
Good working knowledge of Microsoft Office	✔		AF/IV
Microsoft Office 365 administration of Exchange, including mail flow, security and compliance.	✔		T/IV
Microsoft Office 365 administration of Teams		✔	AF/IV
Experience of Active Directory administration	✔		T/IV
Experience of Group Policy administration		✔	T/IV
Working knowledge of Microsoft System Center Configuration Manager (SCCM)		✔	AF/IV
Mobile device management using Apple Configurator Microsoft InTune		✔	AF/IV
Working knowledge of PowerShell		✔	AF/IV
Working knowledge of Power Automate		✔	AF/IV
Audio visual support of classroom smart screens and projectors	✔		AF/IV
Competent to troubleshoot and repair hardware and software faults	✔		AF/IV
Good literacy and numeracy skills	✔		AF/T
Personal Attributes			
Good interpersonal and team working skills	✔		AF/IV
Good customer service skills	✔		AF/IV
Ability to work with minimal supervision	✔		AF/IV
Ability to take ownership of problems	✔		AF/IV
Willingness to provide ad-hoc out-of–hours cover	✔		IV
Willingness to provide cover at any HCUC campus at short notice	✔		IV
Flexible approach to work	✔		IV
Co-operative and proactive	✔		IV
Competencies *Support staff should be able to demonstrate competency in the following areas:* Communication; Planning and Organising; Working together; Customer service; Adaptability and flexibility	✔		AF/IV

*Evidence of criteria will be established from:

AF = Application Form   IV = Interview

T = Test (Skills test)   Cert = Certificates checked