

JOB DESCRIPTION

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| Job Title | 1st / 2nd line Support Technician | | |
| Location | Castle Donington | | |
| Reports to | UK Group IT Manager | | |
| Hours of Work | TBC | | |
| Salary Range | £Negotiable | | |
| Staff Responsibilities | N/A | | |
| Role Objectives: | | | |
| To reduce the volume of support calls by applying appropriate preventative measures such as updates, regular maintenance checks and training. To provide specific training to end users in need of computer training whether that be hardware or software. | | | |
| Key Responsibilities: | | | |
| Provide 1st & 2nd line support for desktop, laptops, mobile phone and other comms devices:   * Act as the first point of contact for technical service requests. * Demonstrate excellent customer service, communication skills and be good at multi-tasking. * Log & Maintain Chronological detail throughout the lifespan of the support/service ticket * Provide 1st line diagnosis and fault resolution with a high level of first‐time fixes. * Prioritize & manage support/service tickets to make sure SLA's are adhered to. * Respond appropriately to more complex problems through escalation to the IT team. * Perform regular health checks on PC’s to improve performance inclusive of program/driver updates, defrags and disk clean‐ups. | | | |
| Skills and Experience | | | |
| *Please List* | | Essential | Desirable |
| Qualifications | | NVQ Level 2 | BTEC National Diploma |
| First & Second Line Support | | 1‐2 Years’ Experience | 3 Years plus |
| Networking skills | | 2‐3 Years’ Experience | 3‐4 Years’ Experience |

1 of 2



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| Competencies: |
| Software skills  Good working knowledge of Office 365, Windows 10, Kaspersky Anti‐Virus, MFD’s. People skills  Have good communication skills and keep up to date with technology advancements Be able to multi task and work under pressure to tight deadlines  To be able to work off own initiative and also work well with the rest of the team  Be proactive in the job role making recommendations where possible Have a good head for problem solving / trouble shooting |
| Mobility Requirements (requirement for national/international travel, overseas assignments) |
| N/A |
| Additional Comments |
| The above is not an exhaustive list of duties it is merely a guide of main responsibilities, and the role will involve other tasks as defined by the UK Group IT Manager. |

2 of 2