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| Job Profile **Service Desk Engineer** |  |
|  | *Confidential* |
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| LP Networks Ltd3 Southwood RoadNew ElthamLondonSE9 3QEDate: 26th April 2022Version: 3.0 |  |
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# Job Description

On a day-to-day basis the Service Desk Engineer will report to the Service Desk Manager and has an escalation path to the Managing Director. Along with the Service Desk Team, the Engineer is responsible for providing technical support to LP Networks’ client base.

# Location of Work

The role is based working from LP Networks Head Office in New Eltham. The Engineer may be offered the opportunity to work on client sites, typically with other members of staff.

# Working Hours

Work hours will be 37.5 hours a week. The engineer will work between the business hours of Monday to Friday 8.00am – 6.00pm. There will be the potential for overtime, covering weekend and project works.

# Responsible To

Service Desk Manager

# Responsible For

No member of staff

# Person Specification

* Highly capable service desk engineer, with a passion for technology, customer service and excellence
* A minimum of 2 years’ experience working in an IT support role
* Experience working for a Managed Service Provider (MSP)
* Tenacious in pursuit of customer service excellence
* Clear understanding of IT methodology and best practice (preferably with certification)
* Extremely organised, with brilliant collaborative, verbal, and written communication skills
* Self-motivated and career driven, keeping abreast of technology and industry best practices
* Process driven, with an appreciation of standards and great documentation skills
* Excellent analytical and problem-solving abilities
* Strong attention for detail
* Able to prioritise under pressure and to work to deadlines
* Technically focussed but commercially aware
* Driven by results and performing at the highest level
* Positive disposition with a sense of humour
* Demonstrates the ability to remain calm, focussed, and professional
* Reliable, punctual and demonstrates competent time management skills

# Main Duties & Responsibilities:

* To deliver high quality remote support on a range of technical incidents and requests across the client base
* Respond to and effectively resolve or escalate customer incidents, queries, or complaints
* Effective use of company ticketing system and remote management tools
* Monitor progress of work, providing the customer with feedback and real-time information regarding the lifecycle of all incidents, requests, and queries
* Communicate with customers and suppliers/3rd parties at all levels in a courteous, effective, and professional manner always
* Take a ‘hands on’ approach, solving problems within strict SLA timeframes
* Take ownership of incidents assigned to you and manage them through to resolution, escalating where necessary
* Perform IT administrative tasks on both user and server related issues
* Application troubleshooting

# Secondary Duties & Responsibilities:

* Contribute with enhancements to the Service Desk processes and tools used, ensuring continuous service improvement
* Assist operations colleagues
* Assist with documentation for the Service Desk environment

# Required Skills

* Previous support experience working with a Managed Service Provider (MSP)
* Experienced in using industry standard ticketing/PSA systems (preferably ConnectWise Manage)
* Proficient in all Windows Operating Systems, desktop & server (preferably with certification)
* Demonstrates excellent knowledge of computer hardware (PCs, laptops, Mac, mobile devices, printers & associated peripherals)
* Highly skilled in supporting Exchange/Office 365/Teams/SharePoint/Active Directory/Azure (preferably with certification)
* Previous experience using Remote Monitoring & Management tools
* Experienced in anti-virus and endpoint protection services
* Knowledge of backup technologies and methodologies
* Working knowledge of TCP/IP, DNS & DHCP
* Local Area Networking/Routing/Switching

# Desired Skills

* Experience working with software deployment methods, such Microsoft intune, WDS and imaging
* Professional IT qualifications with vendors such as Microsoft, CompTIA, ITIL, Prince, Cisco, Datto
* Advanced business writing skills, report writing, process documentation, Visio and maintenance of the knowledge base
* Scripting knowledge