

Job Overview:

IT Support Engineer

Job Title: IT Support Engineer	Location: King's Cross	Company: Gratte Brothers Group (GBG)
Reporting to: Group IT Manager	Key Stakeholders: Group IT Manager, IT Level 1, IT Level 3, Dev Team, Managers, Employees.	

Job Purpose:

The Level 1 IT Support Engineer's role is to ensure proper computer operation so that end-users can accomplish business tasks. This includes receiving, prioritising, documenting and actively resolving end-user help requests. Additionally, you will be responsible for escalating incidents (when considered appropriate and necessary) to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help-request tracking tools, as well as requiring the individual to give in-person, hands-on help at the desktop level.

Key Areas of Responsibility:

Strategy & Planning

- Evaluate documented resolutions and analyse trends to identify ways to prevent future problems.
- Alert management to emerging trends in incidents.

Acquisition & Deployment

- Assist in software releases and rollouts and end-user communication.

Operational Management

- Field incoming requests to the Service Desk via both telephone and e-mail to ensure courteous, timely and effective resolution of end user issues.
- Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue.
- Build rapport and elicit problem details from service desk customers.
- Prioritise and schedule problems. Escalate problem (when required) to the appropriately experienced technician.
- Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.

- Identify and learn appropriate software and hardware used and supported by the organisation.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Ensure core software (such as anti-malware) is up to date and performing correctly
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to help-requests.
- Develop help sheets and FAQ lists for end users.
- Reinforce SLAs to manage end-user expectations.

***This is a broad overview of the position and does not encompass all aspects of the role.
Gratte Brothers are an equal opportunities employer and welcome applications from all.***

Knowledge & Experience

- Knowledge of basic computer hardware, including desktops, laptops, printer/scanners, tablets, mobile devices.
- Experience with desktop and server operating systems, including Microsoft Windows 10, Server 2012+.
- Extensive application support experience.
- Working knowledge of a range of diagnostic utilities.
- Familiarity with the fundamental principles of ITIL.

Attributes & Skills

- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritise and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, qualification and quantification.
- Strong documentation skills.

Qualifications

- College diploma or university degree in the field of computer science and/or 2 years' equivalent work experience.