

Capital City College Group - Job Responsibility Outline:

Department / Division: Technology & Infrastructure Services (TIS)

Title: TIS Service Engineer

Reporting To: TIS Service Team Lead

Level: Grade 3

Salary: £33,426 per annum

Purpose of the Job:

To provide a professional, customer focussed, efficient and comprehensive TIS service delivery to the business, by providing second line technical support to our customers as trusted advisors. To work collaboratively with colleagues to continuously improve our practices; to provide effective support to satisfactory completion in line with department SLAs and ITIL best practice ; identifying and resolving issues promptly; and acting as an ambassador for the service.

To include in particular:

- Providing technical support to customers to ensure the effective running of the TIS Service Support function.
- Management of incidents and requests using the TIS Services support desk system throughout the lifecycle of the incident to satisfactory completion.
- Ensuring that incidents and requests are achieved within agreed parameters set out in the TIS Service SLAs.
- Liaising with users on an ongoing basis as to enhance the support service provided by TIS function.

Main Tasks

Customer Service

1. To respond to all requests from customers and colleagues in a prompt, professional and courteous manner, however they are received, ensuring all details relating to Incidents and Requests are entered and updated in the TIS Service Desk system.
2. To accurately record and update support calls, in the TIS Service ticketing system, in a timely fashion, using the correct status, while keeping the end user updated on progress where necessary.
3. To liaise with customers ensuring they receive regular updates on the progress of their calls using the TIS Service ticketing system.

4. 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 customer and the Service Team Lead / Service Desk Team Lead as appropriate.
5. To manage and resolve calls, in a timely fashion, and according to the agreed process and SLAs, whilst preventing potential reoccurrence.
6. To provide support and advice to staff in relation to good TIS procedures and practices.
7. To provide guidance, assistance and support on the TIS services provided to the Group, diagnosing and resolving hardware and software faults, as directed by the Service Team Lead / Service Desk Team Lead. You may be required/asked to work at other sites from time to time, in accordance with business requirements.
8. To provide first class customer service at all times, using ITIL best practice.

Technical Support

1. To monitor the TIS Service Desk system response times in relation to Service Level Agreement (SLA) standards and report to the Service Team Lead / Service Desk Team Lead any deviation from standard.
2. To maintain the IT environment, providing optimal availability of IT equipment and resources to learners and staff.
3. To attend to any emergency requests or problems that may occur.
4. To provide first support, where possible, and give a professional and responsive technical support service to the Group in relation to the use of TIS systems.
5. To issue and / or install software ensuring licensing and version control arrangements are complied with.
6. To ensure standard effective security arrangements are in place with regard to software security (patches, virus protection etc) and physical security of all TIS devices (asset tags and securing cables / locks, where appropriate).
7. To ensure hardware and software infrastructure components comply with the TIS Services' configuration management procedures and that any changes are appropriately actioned and logged.
8. To use Support tools in the diagnosis of device faults and to ensure that fault conditions are remedied speedily as a result of the diagnostic techniques used.
9. To utilise new tools, following appropriate training.
10. To be responsible for logging calls to 3rd Party suppliers.
11. To be responsible for chasing these suppliers where they breach response agreements.
12. To seek support from, and escalate calls to, infrastructure engineers and management as appropriate in a timely manner.

13. To prioritise workload according based on urgency and impact to the business and individuals in the event of an escalation.

Maintenance

1. To install / uninstall TIS equipment, such as PCs, Macs, Printers, Servers, Switches and Phones, as directed; disposal of TIS equipment, as required, ensuring records are kept of disposed assets.
2. To assist with the movement of IT equipment.
3. To install / uninstall software on client devices, such as PCs and Macs.
4. To maintain TIS devices, such as PCs, Laptops, Macs, Printers and Multi Function Devices; liaison with 3rd party providers of maintenance services; replacing items such as printer toner cartridges, fuser units and maintenance kits
5. To administer the telephony system, e.g. changing / adding extensions, changing / adding directory entries and administer the provision of mobile phones to Group staff.
6. To maintain and develop asset databases as instructed.
7. To record details of TIS assets in appropriate asset registers, including the asset tagging of TIS equipment, as instructed.
8. To ensure that all TIS work areas, including Communications / Server Rooms, patch panels and storerooms are clean, tidy, safe and secure; to maintain an accurate record of cabling within patch panels.
9. To take delivery of TIS equipment; storing TIS equipment in appropriate storage locations; including the storage of laptops in laptop trolleys, if necessary.
10. To maintain documentation and contribute to the development of better working practices.
11. To assist the team with the administration of the network and the services it provides, so that an agreed level of performance is maintained.

Administration

1. To process and complete TIS related paperwork, as directed.
2. To carry out administrative duties for the TIS Department, creating reports, spreadsheets etc. as required.

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

The post holder will also be expected to:

1. Work occasional evenings and weekends in response to the needs of the role and service.
2. Be required to work at any site in accordance with business requirements.
3. Ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post.
4. You may be required to work a shift rota to cover the hours of 8:00 to 19:00, Monday to Friday. The working week is 35 hours, excluding lunch breaks.
5. Demonstrate model behaviours that, at all times, are consistent with an open, inclusive and participative style.
6. Be proactive in identifying and pursuing opportunities that are appropriate to maintaining continued professional development.
7. Demonstrate a commitment to the development and practice of equal opportunities in every aspect of the life of the Group.
8. Abide by the Group's data protection policy.
9. Actively participate in the appraisal scheme.
10. Participate in the implementation of and compliance with the provisions of legislation and good practice relating to health and safety.
11. Carry out work in a manner and framework that is consistent with the Group's requirement to safeguard children and vulnerable people.
12. Work within the Group's values.

The scope of this profile reflects the needs of the Group at the present time. It is not intended to be a fully inclusive or exhaustive list. The post holder will therefore be expected to work flexibly and to undertake such other duties as may from time to time be reasonably allocated by their line manager. The profile will be subject to continuous review as the needs and requirements of the Group change over time.

Person Specification:

<i>Area to be assessed</i>	Essential	Desirable	How this will be assessed
<i>Qualifications</i>	<ul style="list-style-type: none"> • Industry qualification or equivalent level of demonstrable knowledge of Microsoft software and systems through experience and training / development. 	<ul style="list-style-type: none"> • Industry qualification or equivalent level of knowledge of Apple Mac software and systems through experience and training / development. • ITIL Foundation 	AF
<i>Professional development</i>	<ul style="list-style-type: none"> • Experience of ongoing professional updating and development in relevant fields. 		AF / I
<i>Knowledge</i>	<ul style="list-style-type: none"> • A broad understanding of Local Area Networks and Wide Area Networks • An understanding of good customer service, the principles of good customer care and how to apply those principles with staff and students. 		I
<i>Experience</i>	<ul style="list-style-type: none"> • Excellent software and hardware troubleshooting skills. • Excellent knowledge of Microsoft Operating systems. • Significant experience of using and supporting Microsoft Office Suite, including Office 365. • Technically competent and experienced in using Microsoft Office software, with the ability to create, develop and write effective correspondence, reports, presentations, and maintain spreadsheets, with the ability to interpret data and identify opportunities for improvements, etc. • Significant experience of providing Active Directory administration. • Good understanding of networking fundamentals. • Significant experience of working within a Service Level Agreement (SLA) environment and achieving SLA targets • Good experience of managing a wide variety of activities, multi-tasking and delivering to tight deadlines. 	<ul style="list-style-type: none"> • Good experience of using and supporting Apple Operating systems. 	T

<p><i>Skills and Abilities</i></p>	<ul style="list-style-type: none"> • Excellent interpersonal, verbal and written communication and customer service skills, presenting a professional image to our customers at all times. • Co-operative and proactive. • Ability to take ownership of problems. • Team and customer focused. • The ability to plan and monitor one's own workload, to ensure that SLAs / deadlines are met. • An ability to work collaboratively within team, and on own initiative, with the enthusiasm to continually improve and develop our service delivery and working practices. • A flexible approach to work in order to achieve deadlines. • The ability to maintain records and produce relevant documentation as required. • A meticulous and contentious approach, with excellent attention to detail, particularly with regards to maintaining effective audit trails and tracking/ chasing missing data. • Organised with a methodical approach to work. 		<p>I</p>
<p><i>General</i></p>	<ul style="list-style-type: none"> • An understanding of the reasons for an Equal Opportunities Policy and how it affects the immediate working environment and relationships with clients. • An awareness of safeguarding and how it relates to the work of this post in a further education College. • Able to work flexibly and cope with the ambiguity of an organisation going through significant change • Self-motivated, pro-active approach, with the ability to influence others and work effectively as a member of the team. • Present a professional image and approach, acting as an ambassador for the Department at all times. • Self-confident, self-aware and a personal drive and resilience to achieve results and to continuously improve the delivery of the service, challenging behaviours and/or decisions where necessary. 		

Please indicate how these will be assessed: AF (Application form), I (Interview), T (Task).