

JOB DESCRIPTION

JOB TITLE:	1 st Line IT Service Desk Engineer
RESPONSIBLE TO:	IT Service Desk Manager
ACCOUNTABLE TO:	IT Service Desk Manager
LINKS TO:	IT Service Desk, Infrastructure Team, Security Operations Team, Applications Team & Projects Team

JOB PURPOSE:

Provide 1st line support services as part of a team of experienced engineers to assist with the company's progression. Investigate a range of technical issues across all areas of the business, providing fixes, escalating where necessary, and assisting the wider IT teams with their investigations. The key focus will be on supporting services in our large estate of offices, schools, and care homes. Although the role is flexible in relation to location, the post holder will be required to attend our key office in Bolton and be willing to travel to other sites as needed.

KEY ACCOUNTABILITIES:

- Respond to and resolve incidents and service requests, providing regular updates to the end user.
- Escalate complex issues to the 2nd line support engineers or IT Service Desk Manager as needed.
- Serve as the first point of contact for all IT-related issues and requests.
- Log and document incidents, service requests, and resolutions accurately and in a timely manner.
- Assist users with basic troubleshooting for hardware, software, and network issues.
- Configure and maintain user accounts and permissions.
- Install and set up applications and software on user devices.
- Provide support for printers, both hardware and software.
- Configure devices such as laptops, mobile phones, and tablets.
- Support connectivity and hardware in remote sites.
- Assist in maintaining and updating the knowledge base, sharing knowledge across the service desk and wider IT team.
- Identify, recommend, and amend inefficient work tasks and processes to improve efficiency.

In addition;

- Attend meetings and team events as required.
- Participate in the annual performance review program.

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- Work in accordance with all company policies and procedures, especially those relating to Child Protection and Safeguarding, maintaining strict confidentiality appropriate to the role.
- Be familiar with Health and Safety issues related to IT equipment use and report any concerns to the Line Manager.
- Observe the company's Health and Safety policies relating to the working environment and building security, reporting any issues promptly.
- Adhere to Data Protection regulations, maintaining strict confidentiality.
- Promote and practice equal opportunities, working positively towards anti-discriminatory and anti-racist practices.
- Demonstrate a willingness to learn and develop personal skills through ongoing training provided by the company or externally, subject to company approval and agreement with the Line Manager.

REQUIREMENTS

Technical skills:

- Basic experience with server environments (Windows) (preferred)
- Knowledge of user account management and permissions (Active Directory/Microsoft 365/Azure) (preferred)
- Basic understanding of cloud-based solutions (Microsoft 365) (preferred)
- Basic understanding of virtualization (preferred)
- Understanding of network technologies (Cisco Meraki, Smoothwall, LAN/WAN) (preferred)
- Ability to troubleshoot basic application issues (preferred)
- Basic knowledge of IT security and compliance (preferred)
- Experience in troubleshooting and supporting hardware and software for various devices (preferred)
- Understanding of Jamf and/or Microsoft Intune (preferred)

Experience and Skills:

- 1 to 2 years' experience in a 1st line support role within a technical support desk or similar environment (preferred).
- Holds or is working towards a professional qualification in IT or a related degree (preferred).
- Basic knowledge of desktop and server platforms (preferred).
- Understanding of ITIL framework (preferred).
- Basic understanding of IT infrastructure and technical diagnostic skills (essential).
- Strong customer service skills (essential).



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- Experience in knowledge sharing and creating knowledge base articles (preferred).
- Broad technical knowledge of PCs/peripherals and their architecture (preferred).
- Working knowledge of current software packages and operating systems (essential).
- Experience with service desk products (preferred).
- Attention to detail, ability to follow processes, and take ownership of tasks or issues.
- Excellent communication, organisational, and interpersonal skills.
- Ability to learn, prioritise workload, and meet tight deadlines.
- Ability to work on own initiative, tackle tasks proactively, address and resolve problems methodically.
- Ability to diagnose faults in hardware/software/operating systems.
- Contributes to and supports team collaboration.
- Ability to work well with challenging customers and under pressure.

The role will be based at the head office (Bolton). The post holder will be expected to travel to school and office locations in the UK when required.

The post holder will be expected to do training and keep professional qualifications up to date and relevant to the post.

Job Holder' signature

Name: _____

Signed: _____

Date: _____

Signed on behalf of the National Fostering Agency Group

Name: : _____

Title:

Signed: _____

Date: _____