

## JOB DESCRIPTION

<b>Job Designation/ Service</b>	<b>IT Field Support Engineer</b>
<b>Salary Point and scale</b>	<b>Up to £25K</b>
<b>Responsible to</b>	<b>Head of IS</b>
<b>Location:</b>	<b>Head Office, Bowscar, Penrith, with regular travel to our services across Cumbria, Northumberland, and South Scotland</b>

### **Introduction:**

As an IT Field Support Engineer, you will be working alongside our external partners on maintaining and evolving our IT and Information System Infrastructures and network capabilities. You will handle first line support queries from our onsite and remote colleagues including fault analysis, and software and hardware support to provide helpful, pragmatic, and timely solutions or coaching to our internal end users within defined SLA times. Where queries are more advanced you will liaise escalation to our external partners ensuring resolution and sufficient communication to the end user in a timely manner.

Whilst providing a full-time presence at our head office site, you will be required to travel to our field sites to provide user centric, in person solutions where advanced intervention may be required.

You will have a proven track record as an IT Engineer with a strong knowledge of Office 365 Technologies, ITIL practices, and Cisco Meraki Networking. You'll have hands-on experience of cabling and an ability to build excellent relationships with both internal and external stakeholders. You will have a passion for cyber security and be able to spot and mitigate any risk to our networks or systems and strengthen our protocols in these areas.

With a "can do" attitude you will aim to exceed our colleagues' expectations in dealing with any service requests and will continuously better your knowledge and our policies and processes through training and research to ensure that you are able to deliver an unrivalled experience for our end-users.

You will be responsible for managing and maintaining the relationship with our external partner. This will involve tracking SLA performance along with regular meetings to discuss progress and continual improvement. Customer service and supplier management skills are therefore essential to this role.

### **Main Responsibilities and Specific Outcome Area's:**

#### **IT Customer Service**

1. Be at the forefront for IT Customer service across the business providing both proactive and reactive works to minimise risks and system breakdowns.
2. Day to day management of our support ticket system to ensure equipment malfunctions, damage, or other issues are responded to within agreed SLA's.

3. Work in collaboration with our external partners to provide on-site assistance and prioritisation of works where required in all our field sites.
4. You will be able to root cause analyse recurring issues and propose solutions or workstreams for preventative resolutions.
5. Creating and maintaining training guides for new and existing processes and providing user upskilling to encourage a self-serve culture where end users feel confident and empowered in the use of their equipment.

### **Support Functions**

6. Providing ongoing Asset Management support with a focus on efficient record keeping and recording of warranties, device location and condition, assignment, and return.
7. Coordinating the rollout of Cisco Meraki networking devices and protocols across the business, and ongoing maintenance of these.
8. Ensuring all our ticketing system profiles align with our internal business processes.
9. Maintaining Office 365 and other user software and providing localised support on operation and security principles across the infrastructure.
10. Reviewing our cross-system ways of working and ensure that features are maximised and streamlined to enhance user experience and remove duplication.
11. Managing and retrieving our backup libraries, where appropriate, and ensuring that data is securely stored in line with our Data Retention policies and GDPR requirements.
12. Managing the New Starter process ensuring user accounts and equipment are promptly available for users on their first day, with a “right first time” ethos.
13. Ensure that measures are taken, and Line Managers liaised with, for the swift return of equipment for leavers, with processes in place to withdraw system access following a colleague’s departure from the business.
14. Proactive maintenance of network security and firewalls to minimise the risk of phishing, malware, and ransomware threats to our systems.
15. Develop a culture of continuous improvement and review of our processes to ensure they remain fit for purpose for both end users and the business as we continue to expand.

### **Other duties**

16. Supporting in the growth and rollout plans for new properties, developing scoping requirements, procuring, installation (including cabling on occasions) and configuration of all equipment and telecoms within the required timeframes and completing any necessary training for new colleagues on system operations.
17. Assisting in the procurement of reliable, user friendly, and cost-effective equipment and resources.
18. Assisting in the discovery of telecoms requirements across head office and remote sites and coordinating their timely installation.
19. Monitoring the life cycle of existing equipment in use, with active plans in place for scheduled substitution or replacement of resources.
20. Ensuring end users have the required additional equipment to support office or remote working in line with their individual requirements and that these conform with DSE or other specialist requirements and supporting in the purchase and installation of these.

### **Other Requirements:**

Whilst this is predominantly an office-based role. A full, clean UK driving license is essential for this role as travel to various locations within the North of England and South Scotland maybe required.

**General Statement**

The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed.

**Health and Safety**

A Wilderness Way Ltd aim to provide and maintain a positive, safe, and healthy working environment for our employees. In support of this, all employees are required to take reasonable care of themselves and others who may be affected by their actions as well as comply with Health and Safety regulations and other requirements.

**Equal Opportunities**

A Wilderness Way Ltd supports Equal Opportunities in Employment and opposes all forms of unlawful discrimination on grounds such as colour, race, nationality, ethnic or national origin, sex, marital status, disability, sexual orientation, religion or belief and age. You are expected to comply at all times to the Company's EO Policy and Guide to Equality document.

**Safeguarding**

AWW Ltd is committed to safeguarding and promoting the welfare of those individuals covered by regulated activity and expects all staff to share this commitment. It is an essential requirement that staff are aware of AWW Ltd's safeguarding procedures and staff have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.

<b>Person Specification</b>		
<b>QUALIFICATIONS:</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Suitable accreditations with an IT Focus <b>OR</b> relevant experience in IT Engineering</li> </ul>		✓
<ul style="list-style-type: none"> <li>Microsoft Support Engineer Qualifications or Experience</li> </ul>		✓
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
<ul style="list-style-type: none"> <li>Specialist knowledge and in-depth experience of back-office administration of Office 365</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience in providing 1<sup>st</sup> and 2<sup>nd</sup> line IT Infrastructure support to onsite and remote users with the external partner resource</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Demonstratable knowledge of Cisco Meraki from an installation and administration perspective</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Microsoft Windows problem solving and analytical skills</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience of Networking Support, including configuration of end-user devices. Further networking protocol knowledge desirable.</li> </ul>		✓
<ul style="list-style-type: none"> <li>History of working with Asset Management Systems and the effective management of these</li> </ul>		✓
<ul style="list-style-type: none"> <li>Well versed in cyber security trends and both reactive and proactive measures of protection and risk reduction</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Able to analyse, feedback and act upon processes improvements to streamline workflows to enhance user experience</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experienced in site assessment and setup and installation of various elements of equipment</li> </ul>		✓
<b>PERSONAL QUALITIES</b>		
<ul style="list-style-type: none"> <li>Self-motivating and able to work on own initiative</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to prioritise tasks and issues effectively over numerous locations and distances</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Friendly, approachable, respectful, empathetic and compassionate. Able to provide outstanding and empathetic end-user support.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Willingness to learn and grow with the business. Desire to further your knowledge with continuous learning.</li> </ul>	✓	
<b>SKILLS &amp; ABILITIES</b>		
<ul style="list-style-type: none"> <li>Excellent communication skills both oral and written. Ability to communicate internally and externally with effectiveness (including sensitive information) verbally, adjusting language style and content as appropriate to the audience.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Good organisational and time management skills with an ability to prioritise</li> </ul>	✓	

<ul style="list-style-type: none"> <li>• Ability to develop and maintain working relationships with people within the organisation in the delivery of integrated care.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Ability to effectively work with others.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Ability to analyse and understand problems and issues deeply, with a determination to provide effective support first time.</li> </ul>	✓	
<b>Other work-related requirements</b>		
<ul style="list-style-type: none"> <li>• Ability to support the core values of A Wilderness Way.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• To have an understanding of and positive belief in the promotion of inclusion and equal opportunities for all.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service <b>OR</b> hold a satisfactory enhanced DBS check for the correct workforce plus existing registration for the Update Service</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Full UK manual driving licence holder, preferably with no more than 6 points. Access to own vehicle for travelling between sites.</li> </ul>	✓	