

Role Title: Support Desk Engineer

Support Desk Engineer

Purpose of Role:

We place a high value on employing people who are as passionate about our customers and the service we provide to them, as we are. Every member of the team has an important role to play in our continued success and growth.

As a result of our ongoing growth we have an exciting vacancy for a full time permanent experienced Support Desk Engineer ideally with a background including a managed service provider role.

The successful candidate will report to the Service Desk Manager.

They will be required to ensure the best experience for Sentis customers. This will be via the effective management of customer support enquiries from the service desk and by implementing IT solutions at customer sites from time to time. The role holder will also act as a mentor for service desk analyst(s).

In return for your skills, experience and passion for excellence, customer service and teamwork we offer a competitive, market benchmarked salary range giving potential for progression within and across roles, plus company benefits including Healthcare and Death in Service after successful completion of 6-month probationary period.

Because we understand our people are critical to our success, we work to engage everyone and take time to be clear on how everyone's role contributes to achieving company objectives and a strong team culture.

A flexible working attitude will be required. The role is based on 37.5 hours per week. This is shift-based to provide support between 0800 and 1730. There will also be the need to provide evening and weekend on-call support to our customers on a rota basis. Where client visits are required travel around the UK and hotel stays will be a feature. You will need permanent access to a reliable vehicle in good working order able to be used for business travel.

Main Responsibilities & Accountabilities:

The Support Desk Engineer must be passionate about excellent customer service and be self-sufficient, managing their own workload and skill development

Responsibilities include: -

- 2nd line technical support via service desk including: -
 - taking escalations from support desk analysts
 - resolving customer issues within service level guidelines (SLA)
 - gathering all relevant information from initial call/contact to ensure most efficient troubleshooting
 - questioning customer effectively about issues and working to find alternative, more efficient methods (to resolve issues and prevent or minimise recurrence)
 - manage internal and vendor escalations in a timely manner
 - liaising with 3rd party support teams and act as intermediary between them and the customer
 - Assisting with projects at customer sites
 - Ensuring back-ups for all customers are checked and maintained daily.
- Stakeholder management
- Fulfilling the requirement to undertake other business activities outside usual remit that support the service to our customers and the smooth running of the company.
- Taking responsibility for your career development

The best customer experience is paramount. The Support Desk Engineer must:

- Follow internal procedures.
- Ensure clear, timely and professional communication, both internally and with the customer.
- Collect and document information and any actions taken on the system in a timely and accurate manner.
- Perform ongoing liaison to keep customer informed of progress (not just when the issue is resolved).
- Use the most effective form of communication.
- Focus on achieving personal and team targets as defined by Sentis to achieve the highest level of customer service.

Skills, Behaviours Qualifications and Experience Required:

Strong Communication Skills (Verbal and written)

- Professional, Polite and cheerful approach both internally and externally
- Appropriate language both by phone and by e-mail to both customers and other support companies (e.g. minimising use of jargon with customers but using the correct terminology with other support companies)
- Ability to choose the most appropriate/effective form of communication for the circumstances e.g. would telephone be more effective than e-mail or not or would another form of communication work better?
- Professional and approachable on site (maintain appropriate business relationship as a representative of Sentis at all times)

Customer Service

- Taking ownership of customer query through to resolution
- Focus on delivery for customer and meeting personal and team targets and SLAs
- Keep promises / keep customer informed in line with communication policies
- Use skills and knowledge to continuously improve service e.g. where possible ensure issues are not only resolved but that the chance of them recurring in the future is minimised.

Information Gathering

Internally and externally...

- Ability to gather all relevant information concisely and document it clearly
- Listening and questioning skills
 - gathering all relevant information from initial call/contact to ensure most efficient troubleshooting
- questioning customer effectively about issues and work to find alternative, more efficient methods
- skills to challenge customer to fully understand issues and get to the most effective outcome

Attention to Detail/Accuracy

- Ensure work undertaken is accurate and in line with company procedures
- Ensure tickets are only closed when confirmed completed by the customer
- Ensure tickets are set to correct status types
- Ensure the correct SLA is selected for each ticket.

Team Working

- Work with others to ensure excellent customer service (provide support to others and gather information and support from others as needed)
- Take responsibility for various other tasks
- Respect all team members and be prepared to re-prioritise your work based on line management requests e.g. to help a colleague with a more pressing piece of work.
- Work together to ensure group tickets don't fall out of SLA
- Support and develop less experienced team members

Knowledge of appropriate technology/skills (Certificates may be requested if appropriate)

Advanced setup/design of

- Azure/Office 365 (Administration and set up)

- Windows Server Technologies - 2008 / 2012 /2016 essential. 2019 desirable
- Mail Technologies – Exchange 365, Exchange Server 2013 / 2016 (Administration and set up)
- Virtualisation (VMware and Hyper-V) – Administration and Set Up
- Backup Technologies – Veeam, Datto Backup & Recovery
- Hardware Experience – HP, Dell, NAS, SAN
- Windows Desktop - 7, 10
- Networking Experience - WAN, LAN, iSCSI, NAT, VPN, RDP, PAT
- Building and configuring server hardware
- Industry relevant qualifications (e.g. Microsoft, VMware, Veeam)

Desirable:

Understanding of ITIL Framework