JOB PROFILE

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| **DEPARTMENT:** IT | **POST TITLE:** 1st Line Support Engineer |
| **SALARY:** | **REPORTS TO:** Head of System Development |
| **HOURS**: 40 per week (Monday to Friday) | **RESPONSIBLE FOR**: n/a |

The following information is provided to help applicants understand and appreciate the general work content of their post and the role they are to play at Limitless Digital Group Limited (LDG). The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the salary has been established on this basis.

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| **Key Purpose of Post:** |
| The purpose of the role is to provide an effective and rapid 1st line support service across the Company; ensuring operational excellence is delivered and maintained.  As the face of the IT department, you will provide a pro-active and rapid solution to all telephone calls, emails and support tickets received. You will also visit staff across the various business sites; providing pro-active IT solutions.  The post holder will utilise their excellent communication skills to interact effectively with employees at all levels of the Company, including Company Directors. |
| **Main Responsibilities of Post:** |
| * Respond to all service requests via telephone, in person or by electronic means such as email, providing an effective and efficient service in a timely, courteous manner in all areas of the business. * Employ diagnostic skills to determine the most effective solutions to various issues. * Ensure that solutions are electronically documented to expedite the resolution of potential future reoccurrences of support incidents. * Provide support in clearly documenting the key aspects of more complex cases ready for escalation. * Configure and install new hardware and software, ensuring optimal performance and security at all times, according to the manufacturers’ specification. * Evaluate, discommission and dispose of (where appropriate) any legacy hardware ensuring the WEEE directives are adhered to. * Ensure that optimal security standards are in place for all existing hardware and software systems. * Communicate effectively with all technical and non-technical employees, using language which is understandable, meaningful and relevant to the audience. * Take on any other responsibilities or tasks that are commensurate with the salary of the post and are within the employee's range of skills and abilities, whenever reasonably instructed. |

**PERSON SPECIFICATION**

A person specification is a profile of who could best perform the job; it describes the attributes, skills and experience which are required to successfully perform the role.

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| **Knowledge:** | **Essential/ Desirable** |
| * Knowledge of Windows 10 and above * Knowledge of Office 365 Administration * Knowledge of Active Directory * Knowledge of Mac OS | * Essential * Desirable * Desirable * Desirable |
| **Experience:** | **Essential/ Desirable** |
| * Previous experience of providing 1st line support * Experience in providing 1st line support in office and warehouse environments * Experience of providing 1st line support to remote workers | * Essential * Desirable * Desirable |
| **Qualifications:** | **Essential/ Desirable** |
| * A level 2 qualification in English & Maths (for example: GCSEs grade 4 / C or above) * A relevant IT qualification (Diploma / MCP etc.) | * Essential * Desirable |
| **Skills & Ability:** | **Essential/ Desirable** |
| * Excellent interpersonal skills across all methods of communication * Able to solve problems under pressure * Able to efficiently diagnose issues and prioritise them according to severity and business impact * Able to use logic and reasoning skills to identify related issues in order to discover root cause * Able to communicate clearly and effectively with a diverse range of people (both verbally and in writing). * Able to explain things clearly and precisely to others. * A full drivers licence and access to own transport for possible multi-site support (~7 mile radius) | * Essential * Essential * Essential * Essential * Essential * Essential * Desirable |
| **Communication:** | **Essential/ Desirable** |
| * You will be able to communicate clearly and effectively with a diverse range of people (both verbally and in writing). * You are able to explain things clearly and precisely to others. * Actively listens, shares information, and proposes suggestions and solutions; * You show respect and fairness when communicating, taking into account the feelings of others. | * Essential * Essential * Essential * Essential |
| **Behaviour & Personal Characteristics:** | **Essential/ Desirable** |
| * A committed and effective team player with a clear customer focus. * A positive ‘Can do’ attitude towards all aspects of the role. * Leads by example and role models the values and behaviours that we expect at all times. * Build rapport and displays integrity at all times. * Treats everyone equally, with respect and dignity. * Enthusiastic and flexible team player with high expectations of self and others. * You will be able to adapt to new work challenges and situations, adopting a positive attitude to change. * Constructively challenges and accepts constructive challenge from others. * Resiliant & calm when under pressure, able to balance conflicting priorities and manage their time well. | * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential |