

novia / Technical Support Engineer

Department: IT

Reports to: Service Delivery Manager

Business/Function: IT

Main Location: Cambridge House, Henry Street, Bath

Job Summary/Purpose:

The successful candidate will be responsible for the building of laptops, desktops and phones for end users including device encryption. Working to SLA's for Incidents and Service requests to effectively manage the 2nd line queue by prioritising activities to minimise business impact and keep the environment secure. The role is a mixture of hardware and software support including the ownership of the Active directory accounts for the main site in Bath but also supporting the regional offices.

Core Responsibilities

- > To effectively prioritise and manage all tickets within the Desktop Support queue to the required SLA.
- > To ensure tickets are updated with progress and resolution details for effective communication with the customers.
- > To build all laptop and desktops within the required timeframes so that no working hours are lost.
- > To manage the stock of hardware using asset database.
- > Manage the stock room and build area in a clean and efficient manner.
- > To manage the Active Directory accounts effectively so that we avoid unnecessary licence costs.
- > To manage the updates to the desktop environment using WSUS reporting to rectify any desktops that have not been updated correctly and ensure that this is resolved.
- > To perform, test and document technical procedures and practices in a clear and concise manner.
- > To provide support to other technical teams in the support of the delivery of projects.
- > To investigate and propose improvement to processes and enhance systems using technology to increase efficiency and control within the organisation.
- > Provide support for the 1st line when required.
- > Follow security and health and safety policy and practices. If a breach occurs, raise with line manager immediately.
- > Work towards own and team goals, remain flexible in outlook and continually develop self to achieve stretch objectives.
- > You will from time to time be required to undertake other activities outside your core responsibilities as stipulated by your manager.

Core Competencies

- **Communication** - Communicate clearly and concisely, tailoring content, method and style to the audience, with ability to make a positive impression on others
- **Performance Focus** - Demonstrate energy and enthusiasm, takes ownership, delivers results and improves personal performance
- **Team Work** -The ability to work co-operatively with others, to be a member of a team and work towards the purpose of a common goal.
- **Decision Making** - The ability to make balanced and sound decisions by understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; evaluating the probable consequences of alternative solutions and selecting the most promising alternative.

Main Contacts

- > **End Users** – liaison to review and fix incidents.
- > **Infrastructure team** – to understand the underlying infrastructure and the implications on the desktop and phone environment.
- > **Senior Management** – VIP customers to ensure that they are working effectively on the wifi

novia / Technical Support Engineer

Specialist Skills, Qualifications and Experience

Essential:

- 1-2 Years' experience in a similar desktop role.
- Systems Administration of Windows 2008 and later versions.
- Active Directory
- Office 2013 and 2016
- WSUS, WDS for PC provisioning
- Microsoft Windows 7+
- Endpoint security
- Basic networking skills
- Backup and Recovery

Desirable:

- Mobile Device Management (AirWatch)
- Experience with setting up Networks
- Foundation certification in/knowledge of ITIL framework

To apply for this role, please email an up-to-date CV to jobs@novia-financial.co.uk.