

Our Purpose

Working together to secure a thriving future for the railway and for the communities we serve

Your Role: IT 2nd Line Engineer

Your Purpose:

As one of our IT 2nd Line Engineers, reporting to our IT Team Manager – Service, you will deliver high-quality 2nd line IT support to colleagues across the organisation, ensuring incidents and service requests are resolved quickly and effectively. You will help keep systems running smoothly, provide excellent customer service, and continuously improve how IT support is delivered. This is a hands on troubleshooting role, you will also provide triage to 3rd line teams and escalate where necessary.

Your talents

- ✓ **You thrive on challenge** – You take ownership of issues and won't stop until they're solved; Triage and escalate where necessary i.e. 3rd Line.
- ✓ **You're all about people** – You communicate clearly, build trust quickly and make support feel easy
- ✓ **You manage multiple competing priorities** - organised and hit your targets
- ✓ **You know your technical stuff** – You bring solid technical know-how and have the experience to match and have familiarity with command line troubleshooting utilities
- ✓ **You think what if** – You spot smarter ways of working and make them happen, you spot trends, prevent issues and keep things running smoothly
- ✓ **You're a team player** – You collaborate, share knowledge and lift others up
- ✓ **ITIL experience** – You have worked in an ITIL operating environment previously
- ✓ **You are fluent in tech** – Service now or similar ticket based environment
- ✓ **Familiarity with windows 11 or previous windows 10 experience**
- ✓ **Experience with anti-virus software** – CrowdStrike or similar – **Desirable**
- ✓ **Server OS 2016 – 20022 experience** – Desirable



Your Responsibilities & Accountabilities

- ✓ Provide high-quality support, drafting presentations, reports and correspondence with accuracy and strong attention to detail
- ✓ Provide 2nd line support for incidents and service requests across devices, systems and applications
- ✓ Log, manage and resolve tickets within agreed SLA targets
- ✓ Diagnose faults, implement fixes and escalate where required
- ✓ Deliver excellent customer service through clear communication and expectation management
- ✓ Support user account management, system administration and core IT platforms
- ✓ Carry out system health checks to ensure availability and performance
- ✓ Identify recurring issues and contribute to problem management and root cause analysis
- ✓ Maintain and improve documentation, knowledge articles and support guides
- ✓ Support hardware configuration, device provisioning and asset management
- ✓ Participate in change and release processes to support system updates
- ✓ Support IT projects, testing and implementation of new systems and services
- ✓ Provide guidance and support to 1st line teams to improve resolution rates
- ✓ Promote secure working practices and identify policy breaches
- ✓ Provide on-site support and assist with operational IT activities where required

What we trust you to do – (Authority to Act)

- ✓ Prioritise and manage incidents and service requests to meet SLA targets
- ✓ Make decisions to resolve technical issues and restore service quickly
- ✓ Escalate issues and engage suppliers or internal teams as required
- ✓ Identify improvements to processes, systems and ways of working

Our ways of working

- ✓ **We think what if**
Listen, Learn, Improve
- ✓ **We show we care**
We look out for people. We do what we can to help.
- ✓ **We make great things happen**
- ✓ Keep it simple

