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| A | **Post Details** | | | |
|  | Job Title: IT 2nd Line Engineer |  | Function:Engineering, IT & Major Contracts |  |
|  | Location:Four More London |  | Unique Post Number: |  |
|  | Reports To:IT Service Team Leader |  | Grade: ASG |  |
| B | **Purpose of the Job** | | | |
|  | The 2nd Line Engineer is an essential part of the IT team. The role will field and manage a high proportion of service requests and fault reports via email and telephone.  The key responsibility is the provision of 2nd line support to all Southeastern IT users, through management and ownership of incidents and service requests during their lifecycle.  A key area is to ensure that the IT support function is highly perceived across the company by:-   * Providing high levels of customer service support * Ensuring clear communication is maintained with users at all times * Obtain a clear understanding of the business and personal impact of incidents to enable effective prioritisation of the ticket * Managing the expectations of the affected user(s) * Resolving incidents as quickly as possible * Escalating incidents to 3rd line support where necessary, in a timely and effective manner   The role also requires identification of incident trends, highlighting these to the 3rd line team regularly, and assisting, where necessary, with the problem management process  Some elements of project delivery will form part of this role | | | |
| C | **Principal Accountabilities** | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14  C15  C16  C17  C18  C19  C20  C21  C22 | Provide 2nd line support for all service requests and incidents. This includes all incidents related to mobile and fixed line telephony issues, hardware and software issues, and logging calls and liaison with external 3rd party suppliers.  Ensure all support calls are logged, updated and resolved with the IT Service Management System  Manage and deliver the full process of fault finding, resolution and reporting.  Ensure high levels of customer service support, ensuring clear communication with staff, informing them of any IT system availability issues, proactively where possible.  Manage service requests and incidents, routing these appropriately when relevant, including routing to 3rd party suppliers and escalation internally within the Service team.  Day to day administration of Active Directory, Citrix, Microsoft Exchange, Windows operating systems and other general use software applications  Complete daily system health checks to significantly and continuously ensure availability for all IT systems.  Participate in the incident trend analysis process, to identify recurring issues and initiate the Problem management process  Develop and maintain the Knowledge Database and Service Desk tools, templates and documentation.  IT hardware configuration and rollout to meet staff and business requirements  Provision and configuration of mobile and tablet devices, including setup within the associated Mobile Device Manager.  Ensure that the formal change and release management processes are adhered to  Raise purchase requisitions for new devices, required spares and support renewals required.  Support the IT team in implementation and test of new and/or enhanced systems.  Participate in IT projects as required  Provide roaming support when required from calls logged with the Service Desk  IT Infrastructure 3rd party site surveys - accompanying on site (as appropriate) and liaising with SE and 3rd party to ensure business needs are met  Liaise with other IT support staff across the Group to share best practice  Daily operational responsibility for controlling the production, development, maintenance, use and security of information, systems and solutions  Daily operational responsibility for hardware and software asset management connected to or in use on Wide and Local area networks  Assist with the out of hours incident escalation process if and when required  Undertake any other activity that is commensurate with the role, as requested by IT management | | | |

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| D | **Safety Responsibilities** | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | Yes |  | No | X |
| D2 | This is a KEY SAFETY POST | Yes |  | No | X |
| D3 | This post requires SECURITY CLEARANCE | Yes |  | No | X |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | Yes |  | No | X |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | Yes |  | No | X |
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| D6 | The post holder has the following specific safety responsibilities: | | | | |
|  | Carrying out Planned General Inspections of the following locations:   * None | | | | |
|  | Acting as Fire Precautions Manager for the following locations:   * None | | | | |
| E | **Decision making Authority** | | | | |
| E1 | As appropriate to ensure quick resolution of incidents, problems and service requests | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | |
| F1 | Prioritsing incidents and requests in a busy organisation | | | | |

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| G | **Person Specification** |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us. For these reasons we look for evidence of Southeastern values in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These are We care passionately about people  * + we put ourselves in our passengers’ shoes to do what’s right for them   + we support our colleagues to be, feel and do their best   + we love the places we serve and do our bit for our communities and environment  We aim to be the best  * + we move with pace, we’re agile and learn from everything   + we relentlessly strive to be the best   + we are professionals with personalities  We make the difference together  * + we are answerable to each other and our passengers   + we trust each other and do what we say we will   + we are stronger together than we are as individuals   The job demands the following blend of experience/knowledge, skills and behaviours (all are essential , unless otherwise shown and will be assessed by application and/ or interview/assessment) : |
| G1 | Experience, Knowledge & Qualifications Minimum 1 years’ experience in a 2nd line service desk environment.  Experience working on Incident and Problem management.  Experience of supporting WINTEL operating systems.  General IT Support experience.  ITIL Foundation certification  COMPTIA A+ certification  MCP |
| G2 | Skills (including any specific safety critical competencies) Driven individual with a ‘CAN DO’ attitude that engenders confidence, respect and support.  Passion, enthusiasm and expertise.  Good written and verbal communication skills  Quality and transparency  Good prioritising skills and the ability to meet targets |
| G3 | Behaviours Honesty  Integrity  Reliable |
| G4 | **Other** |

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| H | **Dimensions of role** | | | | |
| H1 | Financial – Direct: | |  | | |
| H2 | Financial – Other: | |  | | |
| H3 | Staff Responsibilities – Direct: | |  | | |
| H4 | Staff Responsibilities – Other: | |  | | |
| H5 | Any Other Statistical Data: | |  | | |
| I | **Acknowledgement** | | | | |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **J** | **Job Description Briefing** | | | | | |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements** | | | | | |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. | | | | | |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |