

Job Description

Job title: First/Second Line Support Engineer

Reporting to: IT Manager

Date of issue: August 2022

Role Objective

Responsible for handling first, second, and in some cases third line tickets for incident and service requests. Routine work will involve regular checking on patching status, vulnerability scanning reports, Microsoft 365 sign ins then recommending a course of action. Working on a wide range of systems and solutions including laptops, servers, printers, switches, telephony, cloud based services such as Microsoft 365 and vulnerability scanning toolkits.

Role Duties and Responsibilities

- IT Support relating to technical issues involving Microsoft's core business applications and operating systems.
- Basic technical support at the network level: WAN and LAN connectivity, switches, firewalls with a focus on security.
- Regularly review and investigate alerts in systems such as Antivirus suites, patch and configuration management systems.
- Keep system documentation up to date when performing any installation or reconfiguring tasks to transfer knowledge and maintain supportability of all systems across the team.
- Ensure staff and stakeholder are kept up to date of any issues they have reported, and everyone is suitably notified of impending changes or outages.
- Onboarding new staff and processing leavers and change of roles service requests to ensure that access to key systems is provided and removed in a time sensitive way.
- Gathering information/ specifications from around the company to assist with projects.

Treating Customers Fairly

- All employees are required to engage with the company's "Treating Customers Fairly" policy and will be appraised of their understanding of the culture on a regular basis.

Compliance and Security

- Ensure all relevant business procedures comply with FCA regulation.
- In conjunction with guidance from HR ensure compliance with other applicable legislation – e.g. employment, Health & Safety etc.
- Promote and embed a TCF culture in all respective business areas.
- Conduct personal learning, training and assessment exercises in accordance with your individual T&C plans, demonstrating competence in relevant FCA compliance areas.
- Report any potential breaches, including weaknesses in current systems to our Compliance Officer/Managing Director.
- Ensure personal data (client and employee) is securely held and properly utilised in accordance with the principles of Data Protection Act.
- Handle any complaints in accordance with company procedures and regulatory requirements and ensure compliance with the General Data Protection Act, Employee Handbook and any other guidance which forms part of the day to day role.
- Report to your Manager any wrongdoing by the company or our employees which fall short of the Whistle blowing business principles.

Other

- Undertake all other duties as reasonably required and directed.

Qualifications and Experience:

- Experience supporting and configuring CRM/ ERP systems.
- Azure AD / Microsoft 365.
- Microsoft Office.
- Firewalls / Security controls.
- Knowledge of supporting and configuration of networks – LAN/WAN/Switches.
- SQL Server – supporting the SQL platform, managing permissions.
- SharePoint online structure and permissions.
- Has an interest in all things IT and is keen to take on new challenges.
- Good understanding of operating systems, business applications, printing systems, and telephony systems.
- Excellent interpersonal skills including a good telephone manner, clear and concise communication manner, and active listening.
- Uses a range of methods to diagnose and resolve technical issues.
- Ability to multitask and adapt to changes quickly.
- Can take on responsibility for new systems and keep documentation up to date.
- Can train technical and non-technical staff on new systems or configuration changes.
- Highly customer focussed and will keep the relevant people informed in a timely, responsive way.
- Is aware of GDPR and its basic principles and is able to work within corporate policies, and regulatory frameworks.
- Proficient in supporting Windows 10 and 11.

Knowledge and Behaviours:

- Highly attentive to detail.
- Self-motivated and enthusiastic.
- Collaborative Team Player.
- Striving for excellence in every task.
- Demonstrates eagerness to learn and progress in role.
- Routinely creates and updates system documentation.
- Friendly and pleasant to colleagues.
- Hard working.
- Contributes to a team working environment within own team and in support of other departments.
- Solid organizational skills to effectively manage multiple tasks in a timely manner.
- Demonstrates an awareness of the professional standards when working within the financial sector.
- Values the importance of delivering a quality service to our customers.
- Values diversity and shows commitment to equality of opportunity.
- Values Health and Safety and shows a commitment to ensuring a safe working environment.

This Job Description may be reviewed and subsequently amended to better reflect any changes required in the role