**ROLE DESCRIPTION**

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| **Role Title** | **Business** | **Reports to** |
| Senior Desktop Support Engineer | Unity Partnership – Unity ICT | Service Desk and Desktop Support Services Manager |

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| **Purpose** |
| The Senior Desktop Support Engineer will be a very hands-on, senior member of the Field Services support team. They will provide proactive and high quality support and maintenance (in person, by telephone or via remote access) within the organisation's desktop computing environment. This includes installing, diagnosing, repairing, maintaining and upgrading all hardware and equipment (including but not limited to desktop PCs, laptops, printers and mobile technologies) to ensure optimal workstation performance.  This role requires excellent prioritisation, responsiveness, and customer service, along with excellent verbal communication skills.  The role will deliver mentoring and quality assuring the deliverables of other team members. |

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| **The Candidate** |
| The candidate would have a minimum of 3 year experience as a Desktop Engineer and have advanced software and hardware technical capability.  They will have a proven track record of working closely with a network infrastructure team to resolve simple network incident and requests in a LAN/WAN environment. A recognised basic networking qualification is desirable. |

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| **Direct Reports** | **Budget Responsibility** |
| None | None |

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| **Principal Accountabilities** |
| The key responsibilities of the Senior Desktop Support Engineer role include, but are not limited to:   * Advanced hardware and software fault diagnosis and fix * Install, upgrade, support and troubleshoot Microsoft Windows 7 & 10, Microsoft Office and any other authorised desktop applications directly or via Microsofts System Centre Configuration Manager (SCCM) * Install, upgrade, support and troubleshoot for computer hardware and any other authorised peripheral equipment * Provide mentoring support for Desktop Engineers * Deliver high level network changes/management in a LAN/WAN environment * Co-ordination and delivery of on-demand work, such as office moves and software upgrades * Deployment of end user PC hardware to customers using a defined deployment service process, whilst showing the highest levels of customer care and interaction * Take ownership and responsibility of any requests and issues assigned to the Field Services team * Ensuring all incidents and requests are dealt with within agreed SLA and KPIs * Ensuing users are kept updated on the status of their support/request query through to resolution * Create and maintain support documentation including processes, procedures, user guides and known errors whilst contributing to a working knowledgebase * Maintaining an adequate knowledge of operating systems and application software in order to deliver a high level of support * Maintaining and consistently demonstrating a general knowledge of company guidelines, processes, practices and procedures * Prepared and willing to do any other reasonable and lawful instruction/task and ensure that it is carried out on time and to the required standards * Participate in team projects that enhance the quality or efficiency of IT services which will add value to the customers’ business through improved efficiency or cost savings |

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| **Person Specification** | |
| **Qualifications** | Not essential; however, any technical ICT qualifications (Academic or industry certifications) such as those listed below would be advantageous:   * CompTIA A+ - *desirable* * Microsoft Certified Technology Specialist - *desirable* * A recognised qualification in basic networking - *desirable* |
| **Knowledge / Experience** | **Essential**   * Excellent technical knowledge of PCs and desktop hardware. * Experience of working in a customer support environment with extensive commercial experience in an IT Support / Infrastructure environment as a Desktop Engineer * Basic network infrastructure support * Working technical knowledge of current protocols, operating systems and standards * Ability to operate tools, components and peripheral accessories * Advanced software and hardware troubleshooting * Experience of working to targets within Service Level Agreements * Able to manage and prioritise tasks and work schedule; able to identify when priorities and targets are at risk and take appropriate action * Able to provide effective incident and problem resolution, good analytical and problem solving skills * To have excellent communication skills and experience in liaising directly with end users, with the ability to relate to all employees and management at all levels * Able to work to and create written documentation and standards * Willing to handle and move IT equipment (using handling aids as appropriate) * A full UK Driving Licence   **Desirable**   * Experience of supporting a desktop environment greater than 500 PCs * Experience of a desktop rollout of more than 100 units * Knowledge of ITIL Incident management * Analytical and problem solving skills * Office 365 and Microsoft SharePoint |
| **Technical / Business Skills / Ability** | **Essential**   * Installing and supporting both the latest and previous versions of MS Windows operating system * Installing and supporting both the latest and previous versions of MS Office software * Imaging software * Provide support via remote support tools as required * PCs and peripheral management * Printers and multifunction devices (Xerox desirable) * Active Directory and Exchange user administration * Working knowledge of basic networking (patching, switch management etc.) within an LAN/WAN environment * Mentoring of staff   **Desirable**   * Knowledge of TCP/IP, DHCP and DNS * Knowledge of SCCM technology |

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| **Core Behaviours** | * Leading and Supervising * Applying Expertise and Technology * Analysing * Learning & Researching * Planning & Organising * Delivering Results and Meeting Customer Expectations * Achieving Personal Work Goals and Objectives |
| **Grade** | G |
| **Salary Range** | **£25,000 - £32,000** *dependant on experience*  Based on a flexible 37.5 hour working week.  Working days are *‘Professional days’* – where getting the job done is a priority; therefore some unsocial hours working may be required.  Based at the Oldham office, with visits to other offices or client sites around the Oldham Borough as required. |
| **Contract Type** | Permanent |