

Job Title:	3 rd line	Job Category:	Tech
Department/Group:	Tech Support	Job Code/ Req#:	N/A
Location:	Huddersfield	Travel Required:	Possibility
Level/Salary Range:		Position Type:	Full-time
Reporting to:	Jamie Robson	Posting Expires:	N/A

Job Description

We are currently seeking a 3rd Line IT Support person to join our Head Office team. This key role will provide our customers and employees with an escalation point for technical enquiries along with general 3rd Line support and maintenance of our own and customer estates.

On a day to day basis, you will–

- Provide 3rd Line technical support via telephone, remote access and email, keeping within the procedure time limits
- Be responsible for providing 3rd line investigation and subsequent resolution of customer or internal employee incidents escalated from the 1st/2nd Line.
- Proactively identify potential serious issues and identify a course of action to minimise the possibility of impacting customer's or our own systems availability.
- Understand the need to and know when to escalate to the IT Support Team Manager on identification of a major incident.
- Back up any investigation and resolution activity with appropriate documentation for population into the team's knowledge base.
- Proactively react to variations in the incoming call management to provide an effective support service.
- Log all calls and sub calls directly on to the database at point of contact and ensure all calls are kept up to date
- Prioritise by severity and manage calls and outstanding call logs
- Have the ability to explain complex technical issues in a non-technical way and provide support to customers.
- Need to have excellent communication skills and be an all-rounder who is driven by customer service
- Maintain customer (internal or external) confidentiality and security at all times.

Required Skills

You will have strong trouble shooting and problem-solving skills with many of the following technologies:

- Windows Desktops 7-10
- Windows Server 2008-2016
- SQL Server
- IIS
- Microsoft Exchange
- Active Directory, Group Policy, DNS, DHCP & Server Replication
- Office365 – Exchange Online
- Hyper-V
- Firewalls and VPN
- Networking – TCPIP, VLANs, Routing and Switching

- Web Hosting / Domains
- RAID
- NAS Storage

General Skills

- 5years experience within a Support Team environment
- Ability to research and solve complex issues without input
- Providing reasonable timescales for work and communicating when they need to change
- Comfortable working alone and within a team
- Willingness to learn and stay up to date with technologies
- Team skills – Work well with others and able to explain complex ideas to people at any level
- Willing to train others
- Able to clearly document fixes for others to follow
- General Microsoft Office skills
- Excellent communication skills
- Able to manage and prioritise own workloads and keep to deadlines
- Good relationship skills to rapidly establish rapport with customers and other professionals
- Full clean driving license

Desirable

- VMWare, Citrix
- MCSE/MCSA/COMPTIA
- Office 365 - SharePoint Online & Azure AD

Reviewed By:	Vicki Smith		
Approved By:	Wayne Cockerill		
Last Updated:	Oct 2018		