Housing 21

Job Title	IT Service Engineer
Business Stream/Department	Information Technology
Reports to	IT Service Engineering Team Leader
Direct (and indirect) Reports	No
Travel	Frequent

Job Purpose
To provide desk based, remote and mobile on-site support on all aspects of technology deployments including technology equipment/applications/installations/network/lines used by Housing 21 (both business and desktop systems) to all levels of users throughout the organisation. Where directed, this service may extend to resident technology services. To act as the professional technical expert for dealing with triaged service desk tickets allocated to the IT Service Engineer team. To lead in the setup and deployment of IT services to new and existing Housing 21 locations and decommissioning at end of life. To provide hardware fulfilment for all requests allocated to the postholders geographic or functional areas of responsibility. The position necessitates a degree of flexibility in working hours, with primary coverage required for Housing 21 IT Support from 0800 to 1700, Monday through Friday. This may be subject to review as the organisation develops its working patterns. The job holder will make sure that they fully understand and fulfil their responsibilities in respect of Health & Safety, Diversity & Inclusion and Data Protection at all times. This profile is not exhaustive and other activities at a similar level may need to be carried out.

Key Accountabilities	
1.	To directly support the Service Desk team by classifying incidents and undertake immediate effort to restore failed services. Includes Service Desk Operator support in managing the call queues during periods of high demand. All services delivered to agreed SLAs.
2.	To receive and resolve more complex incidents from the Service Desk team where an immediate resolution is not achieved.
3.	Provide hardware fulfilment services for area of responsibility to SLA. Includes liaison with IT Service Engineer team and IT Service Engineering team leader to balance stock with demand including placing orders with 3rd party hardware vendors or service providers.
4.	Maintain and develop an extensive knowledge of IT equipment and software. The following list is provided as a guide but is not exhaustive in terms of equipment and applications covered: - Desktop computing devices - Mobile computing devices - Operating Systems (including their local and remote installation and deployment) for example, Windows 11.

		- Peripheral devices such as scanners, fax, digital cameras, monitors, webcams etc. - Printers, including stand-alone and network printers, multi-function printers and photocopiers used as printers. - Telephones – analogue, IP, Softphones and Mobile - Desktop applications and utilities (including their installation) - Office based routers, switches and similar LAN/WAN & AV equipment
5.		Develop and maintain a good knowledge of Microsoft based networks to effectively support problem diagnosis e.g. Office 365, Azure, DNS, DHCP, Active Directory, MPLS, WAN, LAN etc.
6.		Able to remote diagnose user problems using recognised trouble shooting techniques. Able to utilise monitoring and diagnostic tools such as Mutiny, Cisco Works, Rapport etc. to investigate issues.
7.		Investigate and analyse the underlying causes of calls logged within defined area of responsibility. Resolve faults & restore services to SLAs via remote working and where required, via on-site attendance. (Analytical capability on-site is essential for this role)
8.		Ensure IT equipment/installations/services for commissioning / decommissioning at new and existing sites are ordered, delivered and installed in a timely manner and chargeable costs are communicated to finance.
9.		Ensure all IT equipment identified as a controlled item under Configuration Management is asset tagged and recorded both with internal and external suppliers and disposed of at end of life following the correct procedure.
10.		Maintain and contribute to documentation such as IT Management reports, knowledge base articles, system configuration documentation etc.
11.		Maintain a working knowledge of Housing 21 Business Systems and able to diagnose and solve problems.
12.		Participate, as a member of the testing team in testing of software / system upgrades/releases where required as part of transition to BAU.
13.		Review and comments on manuals and documentation intended for users.
14.		Engaging in initiatives that enhance both IT functionality and customer satisfaction

Knowledge and Experience	
Previous IT Service Desk and/or ICT 2nd Line Support experience	Essential

The ability to troubleshoot issues a second line level on the corporate systems. This could include some of, but not limited to: - • Windows 10/11 • Microsoft Office 365 including but not limited to Outlook, OneDrive, SharePoint, teams, teams' telephony • Microsoft Entra • Meraki networking • Microsoft Intune • Legacy Infrastructure o Cisco Networking o Windows Server o Active Directory	Essential
Experience of dealing with problems over the telephone essential	Essential
Good general understanding of techniques used in supporting ICT users spread across a range of geographically dispersed sites.	Essential
Ticket management including categorisation, prioritisation, incident management, request management, problem management	Essential
Some knowledge of the IT Infrastructure Library (ITIL) as pertains to service support and service delivery.	Desirable

Skills and Behaviours
Excellent written and verbal communication, including report writing
Good organisational skills
Good troubleshooting skills
Ability to work under pressure
Excellent customer facing skills
Good analytical skills
Ability to work under pressure
Capability to function independently and collaboratively within a group
Openness to embracing novel tools, features, and fostering innovation

Qualifications and Training	
5 GCEs (A-C)/GCSEs or equivalent including Maths and English	Essential
Computing qualifications, eg O/GCSEs, A levels, BTEC ONC, BTEC HNC or equivalent	Desirable
ITIL v4 Foundation	Desirable
Microsoft Certified included but not limited to Azure Fundamentals, MCSA, MCSC	Desirable