
Intercede Job Description

JOB ROLE: Internal Systems Support Engineer	REPORTS TO: Internal Systems Support Manager
LOCATION: Intercede – Lutterworth	BAND:
Organisational Structure / Reporting Relationship: This role reports to the Internal Systems Support Manager. Will need to work across the organisation to ensure the provision of IT and facilities services across the company. This includes 2 UK office bases and liaison with technical staff in our US office with possible occasional travel to the US Office.	

JOB PURPOSE:

The purpose of this role is for an Internal Systems Support Engineer. This role is part of our existing Internal Systems Support Team who work to maintain the highest levels of internal system performance for both on site and remote users, in a highly technical and professional environment, while adhering to the company's ISO and other standards. The post holder will have a broad range of technical skills and be appropriately customer focused for our internal users' service expectations. The post is based in our Lutterworth offices in Leicestershire and ease of commute is essential (30 miles maximum) to allow for rapid access to resolve problems. There may also be the requirement for occasional travel to our office based in Reston in the US. The post holder will be required to assist with the specification, implementation, configuration, management and maintenance of hardware, networks, routers, firewalls, cloud base services/infrastructure, e-mail, backup systems, corporate software and telephone systems with the occasional requirement to support the business in ensuring other business facilities are maintained.

<p>PRINCIPLE ACCOUNTABILITIES</p>	<p>Provision of IT and Facilities Services</p> <p>The holder of this position’s primary responsibility is to provide First/Second Line Support working as part of the Internal Support Team Service Desk. The Service Desk is the single point of contact for the business, providing Incident Support to users and Managing Service Requests to support the company’s Software Development and supporting departments. The individual holding this role will be responsible for processing and validating all service requests arriving as part of a team holding similar positions.</p> <p>As a team there is an expectation that more complex 3rd Line service requests will need to be fulfilled and technical projects will need to be delivered. The holder of this role will be expected to assist with those projects and 3rd Line service requests under the guidance of senior members of the team.</p> <p>In all cases, adherence to business processes and Internal Support Team Service Level Agreements is an essential aspect of the role. It is imperative that the individual holding the position of Internal Systems Support Engineer always endeavours to follow the outlined processes and meet all service level targets.</p> <p>As an aspect of servicing requests that arrive with the Internal Systems Support Team, the post holder will be confident in engaging with 3rd Parties such as suppliers for the procurement of IT related services, equipment and software.</p> <p>The post holder will be hands on, proactive and appreciate the focus and urgency of problem solving for both our development team and corporate global needs. They will also be able to identify and escalate 3rd Line service requests and change requests.</p> <p>The holder of this position will understand and be technically capable of participating in the monitoring and recovery from disasters of all Internal Systems with appropriate guidance.</p> <p>All holders of roles within the Internal Systems Support Team are expected to contribute to both the internal and user knowledge bases on a regular basis with appropriately targeted and suitably written articles.</p> <p>All individuals holding a technical role within the Internal Systems Support Team are required to participate in the provision of an out of hours rota with the other Internal Support staff to ensure there is a fully operational service Monday to Friday from 8.00am to 10.30pm UK time and from 9am until 5:30pm during weekends.</p>
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KNOWLEDGE, SKILLS AND EXPERIENCE	<ol style="list-style-type: none"> 1. At least 3 years' experience in a similar role 2. Excellent working knowledge of all Microsoft Windows operating systems and server platforms 3. Excellent working knowledge of Network Infrastructure and protocols 4. Excellent working knowledge of Switch, Router, Firewall and VPN implementation, configuration and maintenance 5. Excellent working knowledge of mobile devices and their configuration and maintenance within a corporate environment including both Android and iOS based devices 6. Knowledge and experience of Linux based Server Platforms and Services 7. Knowledge and experience of OS X Operating System 8. Exposure and experience of high availability and resilient IT infrastructures 9. Exposure and experience of Backup and Recovery solutions and approaches 10. Exposure and experience of virtualisation technologies and their implementation, configuration and maintenance 11. Exposure and experience of cloud platforms such as Azure or Amazon AWS 12. An understanding of the ITIL Framework having been exposed to its usage within similar roles 13. Demonstrate excellent communication, interpersonal and presentation skills 14. Manages relationships with key internal/external stakeholders effectively 15. Ability to understand the technical requirements of the company, communicating effectively with technical and management staff regarding progress or issues 16. Must be able to assimilate new technologies and work with leading edge products and services 17. Able to mentor and oversee individuals within a Junior position in a structured and professional way and provide feedback to managers on their performance 18. Lead by example in terms of the quality and timeliness of Internal Support service requests 19. Process driven 20. Degree in an appropriate Computer Science or Engineering Discipline or equivalent professional experience or qualifications 21. Microsoft Certified Professional - MCP, MCSA, MCSE, MCTS or MCITP or equivalent professional experience or qualifications 22. Must be capable of project managing a number of consecutive support cases to exacting timescales 23. Ability to track performance, and analyse to successful completion of tasks 24. Able and willing to exceed internal stakeholders' expectations 25. Self-starter, focused, high energy individual 26. Ability to think creatively as well as logically 27. Able to work under own initiative and as a member of a team 28. Able to work under pressure and to tight deadlines 29. Full UK Driving License
COMPETENCIES	INDICATORS

Ability to Work to Deadlines	<ul style="list-style-type: none"> • Ability to manage support cases • Ability to proactively manage expectations • Ability to meet deadlines or communicate effectively to stakeholders if such deadlines are to be missed with justification and reasoning
Ability to Work Under Pressure	<ul style="list-style-type: none"> • Ability to work under pressure and to tight deadlines • Ability to proactively manage workload and set expectations where required
Planning & Controlling	<ul style="list-style-type: none"> • Able to plan for work to be undertaken while ensuring necessary resources/equipment are available when required
Leadership Skills	<ul style="list-style-type: none"> • Able to mentor and guide Junior staff members
Organisational Skills	<ul style="list-style-type: none"> • Able to effectively plan daily work schedule • Able to effectively manage time in accordance with workload
Technical, Analytical and Problem-Solving Skills	<ul style="list-style-type: none"> • Able to think about problems in an analytical manner and identify approaches to overcome those problems • Able to think creatively to overcome technical issues • Able to identify key obstacles to overcome technical problems and provide solutions to overcome those obstacles
Customer Focused	<ul style="list-style-type: none"> • Able to communicate both verbally and in written form in a polite and professional manner • Able to build rapport with both internal and external customers • Able to sympathise with internal and external customers concerns and able to help in addressing those concerns to address technical issues that they may be experiencing • Lead by example in showing a positive and proactive approach in assisting internal and external customers
Flexibility & Creativity	<ul style="list-style-type: none"> • Overcomes obstacles with creative approaches and can identify a way forward when confronted by people holding opposing views
Self-Motivation and Personal Drive	<ul style="list-style-type: none"> • Naturally collaborates with stakeholders and key personnel alike • A high energy individual who is able to thrive under pressure • Manages IS team dynamics well • Takes initiative and looks for continuous improvement • Thrives on stretch objectives both personally and in relation to the team • Takes responsibility for getting things done • Delivers work of a high standard within given deadlines, aims for excellence • Maintains personal level of control, when faced with challenging situations. • Displays energy and is focused on achieving set objectives • Deals promptly with urgent IT service problems • Consistently applies relevant policies and procedures when dealing with cases and incidents

Team & Relationship Building	<ul style="list-style-type: none"> • Builds internal relationships with the clear expectation to deliver • Thrives on building strong working relationships and trust • Promotes an open and trusting culture • Open and straightforward, actions and words are consistent • Accepts responsibility for own mistakes • Can be relied upon to do as promised. Continues to show loyalty and dedication in achieving end objective • Strong sense of urgency, attention to detail and drive focused on achieving objectives. • Supports, motivates and inspires others to achieve objectives. An example to others
Written & Verbal Communication	<ul style="list-style-type: none"> • Is polite and cheerful when using the telephone/email and is courteous in all other means of communication channels • Listens to queries and instructions and is able to clearly communicate those to suppliers and customers alike, so that messages are understood and interpreted • Demonstrates a confident and knowledgeable style when communicating pertinent information • Consistently updates the line manager on areas of work
Listening Skills	<ul style="list-style-type: none"> • Asks questions to check out assumptions and tests understanding beyond committing to undertake new work • Summarises the main point or issues before commencing discussion • Listens to the needs and requests of others and provides necessary response
Organisational Awareness	<ul style="list-style-type: none"> • Understands the organisation structure within own department and the business • Understands the key systems, places and procedure that enable own department and company to operate • Knows how to get things done through the informal organisation structure